



300 Corporate Center Drive  
Camp Hill, PA 17011



January 17, 2023

## Prepayment Claim Reviews

Pa Health & Wellness is committed to continuously improving its overall payment integrity solutions with targeted monitoring of scenarios as demonstrated in claims experience, such as claims with higher than customary supplies, services (medical or surgical), or intensity levels. In support of this goal, PHW will begin performing additional prepayment claim reviews on 4/3/2023 using Optum's Comprehensive Payment Integrity (CPI) tool. As a result of these prepayment claim reviews, providers may be asked for medical records and billing documents that support the charges billed. For example, providers must submit complete medical records to include if applicable: history and physical, office/treatment records, consultation reports, operative reports, anesthesia, recovery room records and discharge summaries, orders and results of diagnostic tests, including pathology, radiology and laboratory.

Detailed instructions about how to submit all relevant documentation will be included with requests for claim review.

If you have questions regarding this prepayment claim review please reach out to your assigned Provider Network Specialist. If you are unsure of who your Provider Network Specialist is you can reach us at [PHWProviderRelations@pahealthwellness.com](mailto:PHWProviderRelations@pahealthwellness.com) and we will connect you.

Sincerely,

PA Health & Wellness