

Provider Update

Virginia Premier Partnering With Cotiviti To Complete Claims Audits

Date: August 4, 2022

Virginia Premier We are partnering with Cotiviti to conduct reviews of healthcare claims paid by Virginia Premier to ensure compliance and accuracy. To help you prepare, we are providing advance notice regarding potential requests for medical records from Cotiviti.

You may already receive this type of request. However, beginning October 6, 2022, you may receive new or different letters from Cotiviti requesting medical records. Each letter will outline the medical record information needed, the timeframe to submit, the options available to submit the documentation, and contact information for any questions.

Once the documentation is received and the review is completed, you will receive a determination letter. If claim(s) were billed incorrectly, the letter will outline next steps, including information regarding your reconsideration rights.

The Cotiviti Provider Relations team is available at 1-770-379-2011 during any step of the process. Support is available Monday through Friday, from 8 am to 5 pm.

Audit Timing: Prospective Review

Prospective reviews require that the medical record be submitted and the claim review completed before payment can be made. Claims identified as likely overpayments will be pended until the outcome of the medical record review. It is important for medical records to be submitted promptly, following the process outlined in the medical record request. This will allow a claim determination to be made in a timely manner. Prompt payment timelines will be followed by Virginia Premier in conjunction with state and federal regulations upon receipt of the medical records required.

Audit Appeals

Providers will have opportunity to appeal decisions through Cotiviti and, if necessary, with Virginia Premier. To ensure efficient communication, please review and confirm you're your demographic records on file with Virginia Premier are correct. Thank you for the care you provide to our members and your efforts to improve health every day.