

# NOTICE:

## Claim Review and Payment Enhancements

4/20/2017

Dear Provider:

Health Choice Arizona and Health Choice Generations are committed to continuously improving our claim review and payment processes. As part of these efforts, this notice serves to inform you about new processes that we are currently implementing.

Using improved technology and clinical review, we previously enhanced the coding and reimbursement review of professional claims.

We have now expanded this review to include inpatient and dental claims through the use of billing rules, which reflect industry standards, including the Correct Coding Initiative, as published and defined in CPT and by CMS. These are the same processes that Providers encounter from most other healthcare claims payers.

Some of these improved processes may impact claims payments for some Providers. And, in some cases, Providers may be asked to submit medical records in support of certain billed charges, where not already required. Health Choice Arizona and Health Choice Generations will collaborate with Providers that receive denials and help to review the coding and/or billing rules used to review their claims.

Health Choice Arizona and Health Choice Generations believe that these enhancements to our claims adjudication processes will enable to more effectively and universally implement fair reimbursement rules and guidelines aimed at preventing inappropriate billing to all providers.

We appreciate your cooperation and the high quality treatment that you provide to our members in your practice. If you have any questions or need further information, please contact your Network Services Representative. Thank you.

