



AmeriHealth Caritas[™]

New Hampshire

To: AmeriHealth Caritas New Hampshire Providers

Date: February 8, 2021

Subject: OptumInsight, Inc. ("Optum")

AmeriHealth Caritas New Hampshire has contracted with OptumInsight, Inc. ("Optum") for payment integrity services, which include the periodic review of claims and related documentation to validate coding practices, payment accuracy, regulatory compliance, and adherence to the Plan's payment policies, utilization standards, and provider contract requirements.

In this role, Optum acts as the Plans' business associate, as defined by the implementing regulations of the Health Insurance Portability and Accountability Act of 1996, whereby the business associate is held to the same standards related to the use and disclosure of protected health information as the Plan. Pursuant to Optum's agreement with the Plan, they are authorized to request, receive, document and discuss protected health information of the Plans' Members in connection with conducting the activities described in this notice.

Starting, April 15, 2021, AmeriHealth Caritas New Hampshire will implement a prospective medical record review process for professional claims. In this process, if an irregularity, coding error or other defect is detected, the claim will be denied and a request for medical records to validate billed services will occur. If medical records received do not support the billed service, the claims will remain denied subject to the appropriate appeal. If medical records received support the claims, the claims will be automatically processed for payment without being resubmitted.

Instructions for providing medical records will be included in each Optum medical record request letter. Thank you for your participation in the network and your continued commitment to the care of our Members. If you have any question regarding this notice, please contact your Provider Account Executive or the Provider Services department at **1-888-599-1479**.