

Aetna Better Health® of Virginia

PO Box 818044

Cleveland, OH 44181-8044



Aetna Better Health® of Virginia

Cotiviti PCCV Implementation

Effective **July 1, 2026**, Aetna Better Health of Virginia is implementing a new **Cotiviti Prepayment Clinical Chart Validation (PCCV)** solution for Medicaid claims. This enhancement builds on the existing prepayment DRG review process and extends beyond standard coding reviews to ensure claims are supported by accurate and clinically appropriate documentation.

Overview of Cotiviti PCCV

For participating facilities submitting inpatient claims:

- Cotiviti will request medical records directly from the provider.
- Claims will be temporarily denied, allowing the medical record request and review to occur.
- Cotiviti will review submitted information and provide edit recommendations when applicable.
- Claims will be reprocessed, including recoding when appropriate, in accordance with Medicaid state guidelines.

If your claim is denied for PCCV review, submit the requested medical records to the address listed on the medical record request letter issued by Cotiviti.

Questions?

Contact Provider Relations at **1-800-279-1878 (TTY: 711)**, available Monday through Friday, 8 AM to 6 PM.

Aetna Better Health of Virginia