

Aetna Better Health® of Virginia

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Aetna Better Health® of Virginia

Cotiviti PCCV Implementation Update

Dear Provider:

Aetna Better Health of Virginia previously communicated the planned implementation of the Cotiviti Prepayment Clinical Chart Validation (PCCV) solution, originally scheduled to take effect **July 1, 2026**.

Following thoughtful consideration of provider feedback and in alignment with our ongoing partnership, we have made the decision to rescind our prior communication and pause the rollout of this solution until further notice.

At this time, there are no changes to the current claims review process. Providers should continue to follow existing billing and documentation practices.

Aetna Better Health remains committed to advancing digital solutions and improving the efficiency of our processes across all lines of business, including Medicaid. Any future updates to this initiative, or other policy changes, will be communicated in accordance with our participating provider agreements.

We appreciate your continued partnership and your commitment to delivering high-quality care to our members.

Questions?

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

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