



AETNA BETTER HEALTH® OF VIRGINIA

Pre-Pay Diagnosis-Related Grouping Review

Aetna Better Health Clinical Review

The Clinical Claim Review (CCR) unit reviews your inpatient claim. We utilize all clinical information gathered during the concurrent review process to determine if it supports the billed diagnosis-related grouping (DRG).

What happens next?

If we can validate the billed DRG with the clinical information available to us, we process the claim using the billed DRG.

If we cannot validate the billed DRG with the clinical information available:

- We send you a letter via mail to the billing address listed on the claim outlining the diagnosis and/or procedure codes we couldn't support.
- The claim is processed with the revised DRG as per Virginia guidelines.

Facility next steps

If you disagree with outcome of the CCR review, you have the right to request an appeal. We follow the standard facility coding appeal process. To learn more, [visit our website](#). You can submit appeals online or by phone, email, or mail/fax using the above website as a guide.

Helpful information to include with the appeal:

- In-patient hospital record, including the evaluation and management
- Clinical (laboratory or radiology) reports
- Operative report, if applicable
- Itemized claim
- Copy of the letter you received

If photos are a part of the clinical records, please provide copies since originals will not be returned.

Pre-Pay DRG Review Appeals

Aetna Better Health Clinical Review	What happens next?	Facility next steps
<p>The National Clinical Appeals unit (NCAU) conducts the Appeal review at your request.</p> <p>The appeal review process utilizes a team of registered nurses, certified coders, and medical directors in this determination process.</p> <p>The unit conducting the review looks at any additional clinical information provided in the appeal request.</p>	<p>If NCAU determines the billed DRG is appropriate, we send you a letter indicating the outcome of the review, and we reprocess the claim with the billed DRG.</p> <p>If NCAU upholds the CCR revised DRG or derives a new DRG based on their review, we send you a letter indicating the outcome of the appeal review and the revised DRG.</p>	<p>The appeal decision letter will include instructions related to your appeal rights.</p>