Aetna Better Health® of Kansas
Provider Overpayments & Recoveries – Amended Dates

Aetna Better Health of Kansas will delay overpayment recoveries for all claim projects **until the end of February 2020**. We are delaying overpayment recoveries to decrease the administrative burden on our providers. Please see the previous Provider Notices about Provider Overpayments & Recoveries [here](#).

**Recoupment Schedule**
The schedule for recoupment activities will be through a phased in approach as follows:

- February 24, 2020 – recoupment letters sent to providers on identified overpayments greater than $100
- April 24, 2020 – 60 day waiting period complete
- April 27, 2020 – recoupments applied to claims will begin for those that have not refunded the money or requested a repayment plan

These recoupments will appear on the providers detailed remittance advice beginning April 29, 2020.

Please note, Aetna will not proactively recover any single claim overpayment that is **less than $100 or is caused by not applying spenddown correctly, as applicable, for dates of service through December 31, 2019**. For dates of service that start in 2019 and end in 2020, Aetna will use the start date to apply the less than $100 methodology. However, should you wish to remit any self-identified overpayments for any amount, you may contact Provider Relations at **1-855-221-5656** for assistance.

Upon commencement of recovery activities, providers will be notified that they can:

- Submit a refund check for the overpayment amount indicated within 60 days of receiving the overpayment letter.
- Contact the Claims Inquiry Claims Research Department to approve the overpayment offset to begin from future payments prior to the 60-day deadline.

**AetnaBetterHealth.com/Kansas**
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• Contact Provider Relations at **1-855-221-5656** for assistance to amend the proposed schedule for recoupment activities for their impacted claims.

If we do not receive one of the above responses, the overpayment will be offset against future payments, but no sooner than April 27, 2020.

On February 24, 2020, we will post Recoupment Project Log to our website so providers can monitor Aetna Better Health of Kansas’ Recoupment Projects. The Recoupment Project Log will include claims project scheduling information, allowing providers to track their recoupment activities.

Aetna will hold weekly webinar trainings for our providers to better understand our paper and 835 electronic remittance advices at a more detailed level. We will hold these webinar trainings every week starting the beginning of February to give our providers the opportunity to send their staff to the trainings and not cause disruption in their daily operations. You may register by visiting our website and clicking [here](#). Additionally, Aetna will be available for 1:1 face-to-face or telephonic consultations to review open or closed projects with our providers.

**Questions?**

If you have general questions about this communication, please contact Aetna Better Health of Kansas Provider Experience Department:

**By Phone: 1-855-221-5656**

**By Email:** [providerexperience_ks@aetna.com](mailto:providerexperience_ks@aetna.com)

To setup an onsite or telephonic consultation with your local Provider Experience contact your Provider Experience Liaison directly. Contact information for your local resource can be found [here](#).