



## Enhanced post-service review process begins April 1, 2017

UniCare is expanding its current post-service review processes to ensure that claims are in compliance with applicable American Medical Association (AMA), Correct Coding Initiative (CCI), Current Procedural Terminology (CPT), and applicable industry standards.

To support this enhanced process we have engaged OrthoNet, a leading management company, to provide its expertise and evaluation of post-service claims. The OrthoNet coding review will confirm that the submitted claim coding accurately represents the professional services provided to the member, as documented in the office or operative notes associated with the procedure.

Please continue to submit your claims to UniCare as usual. If a particular claim under coding review is submitted without records, the claim will be suspended. OrthoNet will issue a communication to the billing provider requesting that the office or operative notes be submitted to OrthoNet directly. **If you submit additional documentation after the initial claim submission, send it to OrthoNet at the address provided in OrthoNet's letter.**

OrthoNet will review the records and a determination will be made on the accuracy of the submitted procedure codes. OrthoNet will return the determination to UniCare and UniCare will process the claim in accordance with that determination.

If the accuracy of any submitted codes cannot be substantiated by the available medical records, the billing provider will be sent a denial letter for the associated services, including the available options to request an administrative appeal.

If you have any questions about the OrthoNet Focused Claim Review program, please contact UniCare Provider Relations at [UniCareProviderRelations@anthem.com](mailto:UniCareProviderRelations@anthem.com) or 800-480-7587.

Claims are administered by UniCare Life & Health Insurance Company