Anthem Blue Cross and Blue Shield Central Region
Recovery Vendors
Last Update: 05-01-2013

Anthem Blue Cross and Blue Shield Central Region comprised of Indiana, Kentucky, Missouri, Ohio and Wisconsin recognizes the value of the services our health care providers deliver to our members.

As a matter of cost containment for our members, we have chosen to retain vendors to assist our internal staff in the identification and recovery of claim overpayments. Our contractual relationships (business associate agreement) with the vendors indicated below extends to the overpayments of claims paid under the contracts between providers and Anthem Blue Cross and Blue Shield as well as overpayments made by any of our affiliates.

Providers have the option to appeal audit findings and per Anthem policy will have thirty (30) days to appeal the audit. If no appeal is received within thirty (30) days, Anthem, in accordance with the agreement, will adjust the claim(s).

General Claim Overpayments – Facility and Professional

Data Mining – Claims data is run through various query programs to identify potential overpayments. Once the overpayments are validated as actual overpayments, recovery activity begins.

Accent
PO Box 952366
St. Louis, MO 63195

Arbor Healthcare
381 Riverside Drive, Suite 300
Franklin, TN 37064

MicroVu
9414 E San Salvador Dr
Suite 150
Scottsdale, AZ 85258

These vendors are authorized to discuss and initiate contact with facilities and professional providers either by written communication, telephone, or in person and to accept and investigate refunds for such overpayments for Anthem Blue Cross and Blue Shield and all affiliates. All refunds requested by these vendors should be sent directly to them at their respective address above.

Anthem Blue Cross and Blue Shield is the trade name of: in Indiana: Anthem Insurance Companies, Inc. in Kentucky: Anthem Health Plans of Kentucky, Inc. in most of Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Ohio: Community Insurance Company, in Wisconsin: Blue Cross and Blue Shield of Wisconsin (“BCBSWi”) underwrites or administers the PPO and indemnity policies; Compcare Health Services Insurance Corporation (“Compcare”) underwrites or administers the HMO policies; and Compcare and BCBSWi collectively underwrite or administer the POS policies. Independent licensees of the Blue Cross and Blue Shield Association.® ANTHEM and Lumenos are registered trademarks of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are the registered marks of the Blue Cross and Blue Shield Association.
Coordination of Benefits Identification

Claims data is run through various query programs to identify situations where other coverage may exist. Vendor researches and confirms the existence of the other coverage as well as determines which coverage should pay primary. Overpayments are then identified based on the other coverage and submitted to Anthem. Once the overpayments are validated as actual overpayments, recovery activity begins.

The Rawlings Company
One Eden Parkway
LaGrange, KY 40031

Strout Company
410 S. Harwood St.
Dallas, TX 75201

The Rawlings Company and Strout Company are authorized to discuss and initiate contact with facilities and professional providers either by written communication, telephone, or in person and to accept and investigate refunds for such overpayments for Anthem Blue Cross and Blue Shield and all affiliates. All refunds requested by these two vendors should be sent directly to them at their respective address above.

Hospital Bill Audits

HBA Audit - Performed onsite at a facility where every line item charged is verified in provider’s documentation as given and/or ordered. Claims screened for payer risk based on: individual hospital policies; areas of high utilization; current trends; provider history; demographic profiles. During the audit overbilled, underbilled, and undocumented charges are identified and reconciled.

DRG Audit - A DRG is a classification based on clinical factors and utilization of resources. DRG validation reviews are conducted in accordance with the national coding and reporting guidelines developed and approved to assist the coder/auditor in situations where ICD-9-CM does not provide specific direction. DRG validation assures accuracy of the DRG assignment to individual cases and that the reported DRG is consistent with the information in the medical record for proper payment.

Equicliam, formerly known as Viant and Concentra Preferred Systems and Concentra Network Services is authorized to discuss and initiate contact with facilities either by written communication, telephone, or in person and to accept and investigate refunds for claim overpayments for Anthem Blue Cross and Blue Shield and all affiliates. Equicliam conducts these audits primarily for Ohio. Once both parties agree to the audit findings, Anthem Blue Cross and Blue Shield will adjust the claims.
Ancillary Audits

Home Infusion Therapy audits - Contract compliance audit of HIT providers conducted internally or by a third party vendor to verify integrity of the claims billed to the Plan under the applicable contracts and fee schedules.

Durable Medical Equipment audits - Contract compliance audit of DME providers to determine if rendered service is in accordance with the guidelines set forth in the Contract, Anthem Policy, BAP and Clinical Guidelines to identify potential aberrant billing practices.

Equiclaim, formerly known as Viant and Concentra Preferred Systems and Concentra Network Services handles specialty drug and ancillary audits. These audits consist of Home Infusion Therapy and Durable Medical Equipment audits. Equiclaim is authorized to discuss and initiate contact with facilities, professional providers and ancillary providers either by written communication, telephone, or in person and to accept and investigate refunds for such overpayments for Anthem Blue Cross and Blue Shield and all affiliates.

Providers have the option to appeal audit findings and per Anthem policy will have thirty (30) days to appeal the audit. If an appeal is not received within thirty (30) days or the provider notifies Equiclaim of agreement with the overpayment determination, Anthem, in accordance with the agreement, will adjust the claim(s).

High Cost Drug Audits

High Cost Drug audits - Review of high cost drugs given in the physician office or outpatient treatment center typically an infusion or injection. Audit includes review of the claims billed and paid.

Equiclaim, formerly known as Viant and Concentra Preferred Systems and Concentra Network Services handle High Cost Drug Audits. Equiclaim is authorized to discuss and initiate contact with facilities, professional providers and ancillary providers either by written communication, telephone, or in person and to accept and investigate refunds for such overpayments for Anthem Blue Cross and Blue Shield and all affiliates.

Providers have the option to appeal audit findings and per Anthem policy will have thirty (30) days to appeal the audit. If an appeal is not received within thirty (30) days or the provider notifies Equiclaim of agreement with the overpayment determination, Anthem, in accordance with the agreement, will adjust the claim(s).
End Stage Renal Disease (ESRD) Audits

ESRD Audits - Contract compliance audit of Dialysis providers conducted internally or by a third party to verify integrity of the claims billed to the Plan under the applicable contracts and fee schedules.

CDR Associates
307 International Circle
Suite 300
Hunt Valley, Md. 21030

CDR Associates is authorized to discuss and initiate contact with facilities and professional providers either by written communication, telephone, or in person and to accept and investigate refunds for claim overpayments on behalf of Anthem Blue Cross and Blue Shield and all affiliates. CDR Associates conducts desk audits of ESRD facilities. Once both parties agree to the audit findings, Anthem Blue Cross and Blue Shield will adjust the claims or refund will be collected by vendor and sent to Anthem via monthly submission.

Credit Balance Audit Vendors

Credit Balance Audits - Review of facility and some large professional providers’ accounts receivables to analyze accounts with credit balances. By definition, the accounts with credit balances are overpaid. Analysis determines how to resolve the credit balance and to whom the credit balance should be paid. Most are done on-site at the provider’s billing office.

CDR Associates
307 International Circle
Suite 300
Hunt Valley, Md. 21030

OptumInsight
1021 Windcross Court
Franklin, TN 37067

HMS
5615 High Point Drive,
Suite 100
Irving, TX 75038

These vendors are authorized to discuss and initiate contact with facilities and professional providers either by written communication, telephone, or in person and to accept and investigate refunds for claim overpayments on behalf of Anthem Blue Cross and Blue Shield and all affiliates. Once both parties agree to the audit findings, Anthem Blue Cross and Blue Shield will adjust the claims or refund will be collected by vendor and sent to Anthem via monthly submission.
Evaluation and Management (E&M) Modifier Audits

Evaluation and Management Modifier audits - conduct data analysis and review of medical records of Providers whose utilization of various CPT modifiers (24,25,57,& 59) are higher than the norm in comparison to their unique peer group for specialty and State. Providers will be audited to ensure that the clinical documentation within the member’s medical record supports Anthems Reimbursement policies for the specific modifier billed.

Equiclaim, formerly Viant, formerly Concentra
535 East Diehl Road 600 Cordwainer Drive 3rd Floor
Naperville, IL 60563 Norwell, MA 02061

Equiclaim is authorized to discuss and initiate contact with professional providers either by written communication, telephone, or in person and to accept and investigate refunds for claim overpayments on behalf of Anthem Blue Cross and Blue Shield and all affiliates. Once both parties agree to the audit findings, Anthem Blue Cross and Blue Shield will adjust the claims.

Collections

Our Collection vendors follow behind our internal efforts to collect validated overpayments from both members and providers. Specific overpayments are placed with these vendors. The collection vendor will use industry standard collection practices to pursue these overpayments.

Genpact
335 New Commerce Blvd
Hanover Industrial Estates
Hanover Twp Pa 18706

Lamont Hanley
1138 Elm Street
P.O. Box 179
Manchester, NH 03105

OptumInsight
1021 Windcross Court
Franklin, TN 37067

Firstsource Advantage, LLC
205 Bryant Woods South
Amherst, NY 14228

Caine and Weiner
21210 Erwin St.
Woodland Hills, CA 91367

We are confident these vendors will maintain cordial relations with both our providers and members. We appreciate your cooperation. If you have additional questions regarding any of these vendors, please contact your Network Relations Consultant.