

Commitment to Communication

From your Provider Relations team.



2 Executive Park Drive • Bedford, NH 03110

Payment & Clinical Policies Effective June 1, 2023

March 30, 2023

The following new policy will be applied as medical claims reimbursement edits with our claims adjudication system. This is in addition to all other reimbursement processes that NH Healthy Families currently employs.

The effective date for the below policy is **June 1, 2023**

Policy Number	Policy Name	Description	Line of Business (LOB)
CC.PP.074	Optum Comprehensive Payment Integrity (CPI)	The purpose of this policy is to describe the Optum Comprehensive Payment Integrity system, hereafter referred to as Optum CPI, that performs claim editing on both a pre-pay and post-pay basis as part of Centene's Fraud, Waste, and Abuse (FWA) program. Optum CPI may refer any aberrant billing patterns or behavior that may be potentially fraudulent to the Special Investigations Unit (SIU), which will then pursue an internal investigation.	Medicaid, Ambetter

This policy is developed based on medical literature and research, industry standards and guidelines as published and defined by the American Medical Association's Current Procedural Terminology (CPT®), Centers for Medicare and Medicaid Services (CMS), and public domain specialty society guidance.

Visit [NHhealthyfamilies.com](https://www.nhhealthyfamilies.com) to find NH Healthy Families Payment and Clinical Policies. Policies can be found on the Provider Resources page under Manuals, Forms & Resources.

Please contact Provider Services at **1-866-769-3085** with any questions.

Sincerely,

NH Healthy Families
Ambetter from NH Healthy Families

1-866-769-3085 (NH Healthy Families)
1-844-265-1278 (Ambetter)
TDD/TTY: 1-855-742-0123

[NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)
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