

This is an update about information in the provider manual. For access to the latest manual, go online to <https://mediproviders.anthem.com/va>.

## **Change to inpatient diagnosis-related group claim submission requirements related to itemized billing**

In an effort to ensure consistency in facility claims review and reimbursement practices, HealthKeepers, Inc. will collaborate with Equian to review Anthem HealthKeepers Plus facility claims that meet outlier charge thresholds.

Effective August 15, 2016, claims with payable charges of \$25,000 or greater with diagnosis-related group (DRG) outlier charges in excess of \$2,500 will require an itemized bill to substantiate the outlier payment. If an itemized bill is not submitted with the claim, HealthKeepers, Inc. will pay the contracted DRG amount **only**, deny the outlier charge(s) and request an itemized bill through an explanation code on the explanation of payment. The explanation code will be “GMU” and the detailed description will read:

“Billed DRG contains outlier charges. For outlier consideration, submit an itemized bill to Equian at 300 Union Blvd., Suite 200, Lakewood, CO 80228.”

In addition, if you receive a denial because you did not submit an itemized bill with a claim containing DRG outlier(s), you may email or fax to [claimsadmin@equian.com](mailto:claimsadmin@equian.com) or **1-800-435-2049**, respectively. There is no need to submit a corrected claim with the itemized bill.

To expedite the review of the outlier payment, please make sure the itemized bill is submitted directly to Equian.

### **How Equian will communicate its findings:**

- If an outlier charge is determined to be appropriate, then the outlier will be adjusted and payment will be issued.
- If an outlier charge is determined inappropriate, then the outlier charge will be denied. Equian will send a written response with the outcome of the review. The response will include a direct contact with whom you can discuss and resolve any issues you may have with the findings. If you disagree with the outcome of an outlier decision, you may submit a provider payment dispute request through the Anthem HealthKeepers Plus payment dispute process as outlined in the provider manual.

**<https://mediproviders.anthem.com/va>**

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AVAPEC-1297-16 October 2016