



GOV SERVICES

Veteran's Administration Recovery Audit Contractor (VARAC)

DISPUTE REVIEW RESULT: OVERTURNED

Date: <Month/DD/CCYY>

ATTN: <Title>

ATTN: <Dept.>

<PROVIDER NAME>

<ADDRESS1>

<ADDRESS2>

<CITY ST ZIP>

Dear <Provider Name>,

The Department of Veterans Affairs (VA) has retained Cotiviti to conduct reviews of claims paid by VA for health care services to ensure the integrity of the payments, including coding validation, reimbursement accuracy, compliance with regulations, policies, contractual requirements, authorizations, and utilization standards. The information in this letter is CONFIDENTIAL and may contain protected health information that may only be re-disclosed in accordance with the 45 CFR Parts 160, 162, and 164 (Standards for Privacy of Individually Identifiable Health Information).

Cotiviti received notification of your disagreement with the findings as well as the additional documentation/reasons to support why you believed the findings to be in error. Based on a thorough review of the additional records and other information provided, Cotiviti has concluded that the overpayment determination should be overturned for the claims referenced on the attached listing. Cotiviti will communicate the outcome of its review to the VA.

If you have any questions, please contact Provider Services at 855-287-1667, Monday through Friday between 6:00 a.m. and 5:00 p.m. PST.

Sincerely,

Cotiviti GOV Services

Enclosure: Audit Detail

Audit Finalization

Provider Number/Name:

Patient ID/Name:	Rac Case ID:	DOB:	SEX:	Patient Account #:	Audit ID:
Service From Date	Service ThruDate	Claim Number	Audit Message(s)	Original decision overturned-close claim	

Additional Documentation Received:

Communication from RN, Clinical Audit Management Analyst w/ medical records.

Cotiviti RAC 4 Review Summary:

Based on review of the available communication and available medical record, the initial determination is overturned.

I'm following up on the call we had on Friday. As you requested on our call, you are looking for a direct point of contact and number at Department of Health and Human Services (DHHS) to assist your team with identifying the beneficiary and applicable claims which were offset to settle the outstanding debt.

I've reached out to VA and confirmed they do not have a contact at DHHS as they do not work directly with them. As discussed during last week's call the Treasury Offset Program (TOP) is a referral program used by many government agencies to collect unpaid debts. For the VA RAC program, the VA refers unpaid debts over 150 days old to the TOP for collection.

At this time, it is recommended that your team utilize the remittance advice previously issued from Medicare, Medicaid, and VA to identify claims which have been withheld using the Treasury letter date as a starting point.

Thank you in advance for your understanding in this matter.

SAMPLE