Note: Providers have 30-days to file a Level 1 Dispute request. Following the Level 1 decision, the provider has 30-days to file a Level 2 Dispute request. Claims will be eligible for BOC submission when: 1) No L1 is filed 2) When the L1 and L2 periods have expired.3) When both the L1 and L2 have resulted in an uphold. We will not be accepting late disputes, if the provider misses VA Recovery Audit Contract – Complex Review Claim Life Cycle Workflow their L1 window, the provider has forfeited both levels of VA transmits Paid Claims Data to Cotiviti Dispute review Cotiviti ingests data Cotiviti completes Cotiviti generates Additional completed and MR review and mails Weekly Batch and executes Documentation outcome letter post BOC letter to Transmission (WBT) algorithms Review Result Letter Request (ADR) to issued to provider File for BOC creation (exclusions applied) (RRL) Provider Provider submits Provider Files
Dispute Provider receives Provider Issues Refund? supporting Provider Receives review outcome documentation BOC letter Request? IVC/CXM Clain Team Clm adjusted in claim processing system VA will set up offset VA issues Bill of → when BOC ages 90+ Collection (BOC)/ days Notice of Indebtedness (NOI) to provider FSC processes offset/provider refund & invoices Cotiviti