

Review Results - Finding Letter

6/23/2024

GI JOE, RAC Coordinator
VA Hospital
George Joe, AUDIT DEPT/0360
111 AMERICA PARK DRIVE
SUNNY DAYS, CA 95670

Dear VA Provider,

The Department of Veterans Affairs (VA) has retained Cotiviti Gov Services (**Cotiviti VARAC**) to review 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.

Your Right to Disagree

If you disagree with our findings, you have the option to submit a dispute. The dispute shall include evidence to support why you believe the services you provided are covered by VA and were properly coded and correctly billed.

- If the additional documentation you provide substantiates a change in our original finding, a review outcome letter will be sent providing the outcome of our review.
- You have thirty (30) days from the date of this Review Result Letter, which is also the date of the Provider Portal notification, to submit the dispute request.
- Disputes may be submitted to Cotiviti VARAC at:

Cotiviti VARAC
10701 South Riverfront Parkway, Suite 200
South Jordan, UT 84095

Or

Directly upload to VARAC Secure Provider Portal at:

<https://varacinfo.cotiviti.com>

- During this period, or during the review of your dispute request, Cotiviti VARAC will not submit the improper payment notice to VA.
- After the 30-day dispute submission window expires, Cotiviti VARAC will share the review results with VA.
- If applicable, a Bill of Collections (BOC) letter may be issued by VA which identifies the improper payment amount and outlines repayment options.

Based on the medical documentation reviewed for the selected claim(s), **Cotiviti VARAC** found that some of the services you submitted were not supported by the records, were incorrectly coded, or were not reimbursed at the appropriate rate for the applicable VA authority. See attached Audit Detail. 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).

Do not submit refund checks to Cotiviti VARAC. Refund checks for identified improper payments should not be sent upon receipt of a Review Results Letter. Instead, Providers should wait to receive a Bill of Collections letter from VA, which identifies the improper payment amount and outlines repayment options.

Thank you for your cooperation and prompt attention to this improper payment. If you have any questions regarding this letter or would like to discuss the improper payment identification, please direct your inquiry to Provider Relations at 855-287-1667 or email us at VARACinfo@cotiviti.com.

Sincerely,

Cotiviti GOV Services (VARAC)

Enclosed: Audit Detail

