



New Process to Verify Payments to Contracted Facilities Coming Soon!

November 1, 2023

To ensure high quality claims processing and payment, HAP is taking additional steps to verify the accuracy of payments made to contracted facilities.

Effective February 1, 2024, we will begin performing cross-claim clinical reviews based on the member's episode of care. Initially, medical records will not be required. Cotiviti, one of our audit vendors, will perform the review.

If you have claims selected for review, Cotiviti will send you a letter with the results. If necessary, you will have the opportunity to dispute any findings and can submit medical records at that time.