Washington - Health Care Benefit Manager (HCBM) Disclosure

Washington law, under Rule 21-02-034/WAC 284-180-325, requires carriers to post on their website information that identifies each HCBM contracted with them and identify the services provided by the HCBM.

**Health Care Benefits Manager** means a person or entity providing services to, or acting on behalf of, a health carrier or employee benefits programs, that directly or indirectly impacts the determination or utilization of benefits for, or patient access to, health care services, drugs, and supplies including, but not limited to:

- Prior authorization or preauthorization of benefits or care
- Certification of benefits or care
- Medical necessity determinations
- Utilization review
- Benefit determinations
- Claims processing and repricing for services and procedures
- Outcome management
- Provider credentialing and recredentialing
- Payment or authorization of payment to providers and facilities for services or procedures
- Dispute resolution, grievances, or appeals relating to determinations or utilization of benefits
- Provider network management or
- Disease management

Health Care Benefit Manager also includes, but is not limited to, HCBMs that specialize in specific types of health care benefit management such as pharmacy benefit managers, radiology benefit managers, laboratory benefit managers and mental health benefit managers.

Below is a listing of the HCBMs we contract with, carriers and the services they provide.

<table>
<thead>
<tr>
<th>Health Care Benefit Manager (HCBM)</th>
<th>Carrier/Insurer</th>
<th>Services the HCBM Provides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aetna Health Management</td>
<td>• Accendo Insurance Company&lt;br&gt;• Aetna Health and Life Insurance Company&lt;br&gt;• Aetna Health Insurance Company (AHIC)&lt;br&gt;• Aetna Life Insurance Company (ALIC)&lt;br&gt;• First Health Life &amp; Health Insurance Company</td>
<td>• Benefit determinations&lt;br&gt;• Claims processing or repricing&lt;br&gt;• Credentialing&lt;br&gt;• Disease management&lt;br&gt;• Dispute resolution, grievance, appeals (related to benefits)&lt;br&gt;• Outcome management&lt;br&gt;• Payment/authorization of payment to providers&lt;br&gt;• Provider network management&lt;br&gt;• UM (prior authorization, certification of benefits or care, medical necessity determinations)</td>
</tr>
</tbody>
</table>

Health insurance plans are offered, underwritten and/or administered by Aetna Life Insurance Company (Aetna).
<table>
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</table>
| Aetna Network Services            | • Accendo Insurance Company  
• Aetna Health and Life Insurance Company  
• Aetna Health Insurance Company (AHIC)  
• Aetna Life Insurance Company (ALIC)  
• First Health Life & Health Insurance Company | • Provider network management |
| American Health Holding           | • Continental Life Insurance Company of Brentwood, Tennessee | • Disease management  
• Dispute resolution, grievance, appeals (related to benefits)  
• UM (prior authorization, certification of benefits or care, medical necessity determinations) |
| American Specialty Health Network | • Accendo Insurance Company  
• Aetna Health and Life Insurance Company  
• Aetna Health Insurance Company (AHIC)  
• Aetna Life Insurance Company (ALIC)  
• First Health Life & Health Insurance Company | • Claims processing or repricing  
• Credentialing  
• Payment/authorization of payment to providers  
• Provider network management services  
• UM (prior authorization, certification of benefits or care, medical necessity determinations) |
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| Amplifon                          | • Accendo Insurance Company  
• Aetna Better Health of Washington (ABH)  
• Aetna Health and Life Insurance Company  
• Aetna Health Inc. (AHI)  
• Aetna Health Insurance Company (AHIC)  
• Aetna Life Insurance Company (ALIC)  
• Continental Life Insurance Company of Brentwood, Tennessee  
• First Health Life & Health Insurance Company | • Claims processing or repricing |
| Careington International Corp     | • Aetna Life Insurance Company (ALIC) | • Provider network management service  
• Provider credentialing and recredentialing |
| Caremark PCS Health LLC           | • Accendo Insurance Company  
• Aetna Health and Life Insurance Company  
• Aetna Health Insurance Company (AHIC)  
• Aetna Life Insurance Company (ALIC)  
• First Health Life & Health Insurance Company | • Benefit determinations  
• Claims processing or repricing  
• Credentialing  
• Dispute resolution, grievance, appeals (related to benefits)  
• Payment/authorization of payment to providers  
• Provider network management  
• UM (prior authorization, certification of benefits or care, medical necessity determinations) |
| Concentrix Daksh Services India Private Limited | • Aetna Life Insurance Company (ALIC) | • Claims processing or repricing  
• Dispute resolution, grievance, appeals (related to benefits) |
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<tbody>
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<td>Cotiviti, Inc.</td>
<td>• Aetna Life Insurance Company (ALIC)</td>
<td>• Coordination of benefits/benefit determinations</td>
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</tbody>
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| CVS Health Solutions               | • Accendo Insurance Company  
• Aetna Health and Life Insurance Company  
• Aetna Health Insurance Company (AHIC)  
• Aetna Life Insurance Company (ALIC)  
• First Health Life & Health Insurance Company | • Disease management  
• Payment/authorization of payment to providers  
• UM (prior authorization, certification of benefits or care, medical necessity determinations) |
| Dental Health Alliance LLC         | • Aetna Life Insurance Company (ALIC) | • Credentialing for dental  
• Provider network management |
| Eleanor Health                     | • Accendo Insurance Company  
• Aetna Health and Life Insurance Company  
• Aetna Health Insurance Company (AHIC)  
• Aetna Life Insurance Company (ALIC)  
• First Health Life & Health Insurance Company | • Credentialing for Behavioral Health  
• Disease management |
| EviCore                            | • Accendo Insurance Company  
• Aetna Health and Life Insurance Company  
• Aetna Health Insurance Company (AHIC)  
• Aetna Life Insurance Company (ALIC)  
• First Health Life & Health Insurance Company | • Utilization management (prior authorization, certification of benefits or care, medical necessity determinations) |
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| ExlService Philippines, Inc.        | • Aetna Health Insurance Company (AHIC)  
• Aetna Life Insurance Company (ALIC)  
• Aetna Health & Life Insurance Company  
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• Continental Life Insurance Company of Brentwood, Tennessee  
• First Health Life & Health Insurance Company | • Benefit determinations  
• Claims processing or repricing  
• Dispute resolution, grievance, appeals (related to benefits)  
• Outcome management  
• Payment/authorization of payment to providers  
• UM (prior authorization, certification of benefits or care, medical necessity determinations) |
| EyeMed                              | • Aetna Health Inc. (AHI)  
• Aetna Life Insurance Company (ALIC) | • Claims processing or repricing  
• Credentialing for network  
• Provider network management |
| First American Administrators       | • Aetna Health Inc. (AHI)  
• Aetna Life Insurance Company (ALIC) | • Claims processing or repricing |
| First Health Group Corp             | • Accendo Insurance Company  
• Aetna Health and Life Insurance Company  
• Aetna Health Insurance Company (AHIC)  
• Aetna Life Insurance Company (ALIC)  
• First Health Life & Health Insurance Company | • Claims processing or repricing  
• Provider network management |
| Government Employees Health Association, Inc. (GEHA) | • Aetna Life Insurance Company (ALIC) | • Provider network management service  
• Provider credentialing and recredentialing |
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<td>Hearing Care Solutions</td>
<td>• Accendo Insurance Company                                                     • Claims processing or repricing for network</td>
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<td>• Continental Life Insurance Company of Brentwood, Tennessee                      • Dispute resolution, grievance, appeals (related to benefits)</td>
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<td>HGS Healthcare, LLC</td>
<td>• Aetna Life Insurance Company (ALIC)                                            • Claims processing or repricing</td>
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<td>Medical Review Institute of America, LLC</td>
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<td>Multi-Plan</td>
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<td>OptumInsight, Inc.</td>
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<td>Sprata Behavioral Services</td>
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                              • Aetna Life Insurance Company (ALIC)  
                              • Aetna Behavioral Health of Washington (ABH) | • Credentialling for Behavioral Health network |
| Teladoc                            | • Aetna Life Insurance Company (ALIC) | • Credentialling |
| The Rawlings Company, LLC          | • Aetna Life Insurance Company (ALIC) | • Coordination of benefits/benefit determinations |
| Tivity Health DBA Healthways WholeHealth Networks, Inc. | • Aetna Health Inc. (AHI)  
                              • Aetna Life Insurance Company (ALIC)  
                              • Aetna Behavioral Health of Washington (ABH) | • Credentialling for network  
                              • Provider network management |
| Zelis Healthcare, LLC              | • Aetna Life Insurance Company (ALIC) | • Provider credentialling  
                              • Provider network management |
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Civil Rights Coordinator,
P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),
1-800-648-7817, TTY: 711,
Fax: 859-425-3379 (CA HMO customers: 860-262-7705).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or at:
U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).
TTY: 711

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Nếu quý vị muốn sử dụng miễn phí các dịch vụ ngôn ngữ, hãy gọi tới số 1-888-982-3862. (Vietnamese)