

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.

Health Care Benefit Manager (HCBM)	Carrier/Insurer	Services the HCBM Provides
Accordant	Aetna Life Insurance Company (ALIC)	• Disease Management
Aetna Health Management	Aetna Life Insurance Company (ALIC)	• 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

912116-01-01 (1/22)

Health insurance plans are offered, underwritten and/or administered by Aetna Life Insurance Company (Aetna).



		<ul style="list-style-type: none"> • 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 • Disease management
Aetna Network Services	Aetna Life Insurance Company (ALIC)	Provider network management
Amplifon	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Claims processing and repricing for services and procedures
Careington International Corp	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Provider network management • Other
Caremark LLC	Aetna Life Insurance Company (ALIC)	Provider network management
Caremark PCS Health LLC	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Benefit determinations • Claims processing and repricing for services and procedures • Provider credentialing and recredentialing • Dispute resolution, grievances, or appeals relating to determinations or utilization of benefits • Payment or authorization of payment to providers and facilities for services or procedures • Provider network management
Concentrix Daksh Services India Private Limited	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Benefit determinations • Claims processing and repricing for services and procedures • 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
Continuum (Care Continuum Inc)	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Prior authorization or preauthorization of benefits or

912116-01-01 (1/22)

Health insurance plans are offered, underwritten and/or administered by Aetna Life Insurance Company (Aetna).



		<ul style="list-style-type: none"> care • Certification of benefits or care • Medical necessity determinations
Cotiviti, Inc.	Aetna Life Insurance Company (ALIC)	Benefit Determination
Dental Health Alliance LLC (Sunlife/DHA)	Aetna Life Insurance Company (ALIC)	Provider network management service
EviCore	Aetna Life Insurance Company (ALIC)	Prior authorization or preauthorization of benefits or care
ExlService Philippines, Inc.	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Medical necessity determinations • Prior authorization or preauthorization of benefits or care • Medical necessity determinations • Utilization Review • Claims processing and repricing for services and procedures • Provider credentialing and recredentialing • Dispute resolution, grievances, or appeals relating to determinations or utilization of benefits • Provider Network Management
ExlService.com (India) Private Limited	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Prior authorization or preauthorization of benefits or care • Medical necessity determinations • Utilization Review • Claims processing and repricing for services and procedures • Provider credentialing and recredentialing • Dispute resolution • Dispute resolution, grievances, or appeals relating to determinations or utilization of benefits • Provider Network Management
EyeMed	Aetna Life Insurance Company (ALIC)	Provider Network Management

912116-01-01 (1/22)

Health insurance plans are offered, underwritten and/or administered by Aetna Life Insurance Company (Aetna).



Faircost	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Claims processing and repricing for services and procedures • Provider Network Management
First American Administrators	Aetna Life Insurance Company (ALIC)	Claims processing and repricing for services and procedures
GEHA(Government Employees Health Association, Inc.)/Connection	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Claims processing and repricing for services and procedures
HealthHelp, LLC	Aetna Life Insurance Company (ALIC)	Prior authorization or preauthorization of benefits or care
Hearing Care Solutions	Aetna Life Insurance Company (ALIC)	Claims processing and repricing for services and procedures
HGS Healthcare, LLC (Sagility)	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Benefit determination • Payment or authorization of payment to providers and facilities for services or procedures • Dispute resolution, grievances, or appeals relating to determinations
Infosys	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Prior authorization or preauthorization of benefits or care • Certification of benefits or care • Medical necessity determinations • Utilization review
Medical Review Institute of America, LLC	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Dispute resolution, grievances, or appeals relating to determinations or utilization of benefits
MediCall d.b.a. Cognizant Technology Solutions	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Prior authorization or preauthorization of benefits or care • Utilization review
Multi-Plan	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Claims processing and repricing for services and procedures • Provider credentialing and recredentialing • Provider Network Management
OptumInsight, Inc.	Aetna Life Insurance	Benefit Determinations

912116-01-01 (1/22)

Health insurance plans are offered, underwritten and/or administered by Aetna Life Insurance Company (Aetna).



	Company (ALIC)	
The Rawlings Company, LLC	Aetna Life Insurance Company (ALIC)	Benefit Determinations
Healthways WholeHealth Network to WholeHealth Living, Inc. dba Healthways WholeHealth Networks, Inc.	Aetna Life Insurance Company (ALIC)	<ul style="list-style-type: none"> • Provider credentialing and recredentialing • Provider Network Management
Zelis Healthcare, LLC	Aetna Life Insurance Company (ALIC)	Provider Network Management

912116-01-01 (1/22)

Health insurance plans are offered, underwritten and/or administered by Aetna Life Insurance Company (Aetna).

