

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)	<ul style="list-style-type: none"> • Benefit determinations • Claims processing or repricing • Credentialing • Disease management • Dispute resolution, grievance, appeals (related to benefits) • Outcome management • Payment/authorization of payment to providers • Provider network management UM (prior authorization,

912116-01-01 (1/22)

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



		certification of benefits or care, medical necessity determinations)
Health Care Benefit Manager (HCBM)	Carrier/Insurer	Services the HCBM Provides
Aetna Network Services	• Aetna Life Insurance Company (ALIC)	Provider network management
Amplifon	• Aetna Life Insurance Company (ALIC)	Claims processing or repricing
Careington International Corp	• Aetna Life Insurance Company (ALIC)	• Provider network management service • Other
Caremark LLC	• Aetna Life Insurance Company (ALIC)	• Provider network management service
Health Care Benefit Manager (HCBM)	Carrier/Insurer	Services the HCBM Provides
Caremark PCS Health LLC	• Aetna Life Insurance Company (ALIC)	• Benefit determinations • Claims processing or repricing • Credentialing • Dispute resolution, grievance, appeals (related to benefits) • Payment/authorization of payment to providers • Provider network management • Dispute resolution, grievance, appeals (related to benefits)
Concentrix Daksh Services India Private Limited	• Aetna Life Insurance Company (ALIC)	• Benefit Determination • Claims processing • Payment/Auth of payment • Dispute resolution, grievance, appeals (related to benefits)
Continuum (Care Continuum Inc)	• Aetna Life Insurance Company (ALIC)	• Prior authorization or preauthorization of benefits or care

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"> • Certification of benefits or care • Medical necessity determinations
Health Care Benefit Manager (HCBM)	Carrier/Insurer	Services the HCBM Provides
Cotiviti, Inc.	<ul style="list-style-type: none"> • Aetna Life Insurance Company (ALIC) 	<ul style="list-style-type: none"> • Benefit Determination
Dental Health Alliance LLC (Sunlife/DHA)	<ul style="list-style-type: none"> • Aetna Life Insurance Company (ALIC) 	<ul style="list-style-type: none"> • Provider network management service
EviCore	<ul style="list-style-type: none"> • Aetna Life Insurance Company (ALIC) 	<ul style="list-style-type: none"> • Prior Auth or Preauth of benefits or care
ExlService Philippines, Inc.	<ul style="list-style-type: none"> • Aetna Life Insurance Company (ALIC) 	<ul style="list-style-type: none"> • Prior Auth or Preauth of benefits or care • Medical necessity • Utilization Review • Claim Processing • Provider Credentialing • Dispute Resolution • Provider Network Management
ExlService.com (India) Private Limited	<ul style="list-style-type: none"> • Aetna Life Insurance Company (ALIC) 	<ul style="list-style-type: none"> • Prior Auth or Preauth of benefits or care • Medical necessity • Utilization review • Claims processing • Provider credentialing • Dispute resolution, • Provider network management
EyeMed	<ul style="list-style-type: none"> • Aetna Life Insurance Company (ALIC) 	<ul style="list-style-type: none"> • Provider network management
First American Administrators	<ul style="list-style-type: none"> • Aetna Life Insurance Company (ALIC) 	<ul style="list-style-type: none"> • Claims processing/repricing
HealthHelp, LLC	<ul style="list-style-type: none"> • Aetna Life Insurance Company (ALIC) 	<ul style="list-style-type: none"> • Prior authorization, Utilization review

912116-01-01 (1/22)

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



Health Care Benefit Manager (HCBM)	Carrier/Insurer	Services the HCBM Provides
Hearing Care Solutions	• Aetna Life Insurance Company (ALIC)	• Claims processing/repricing
HGS Healthcare, LLC (Sagility)	• Aetna Life Insurance Company (ALIC)	• Benefit Determination • Payment/Auth of payment • Dispute Resolution Grievances, appeals
Infosys	• Aetna Life Insurance Company (ALIC)	• Dispute resolution, grievance, appeals (related to benefits) • UM (prior authorization, certification of benefits or care, medical necessity determinations)
Medical Review Institute of America, LLC	• Aetna Life Insurance Company (ALIC)	• Dispute resolution, grievances, or appeals relating to determinations or utilization of benefits
MediCall d.b.a. Cognizant Technology Solutions	• Aetna Life Insurance Company (ALIC)	• Prior authorization • Utilization review
Multi-Plan	• Aetna Life Insurance Company (ALIC)	• Claim processing/repricing • Credentialing/Re-Credentialing • Provider Network Management
OptumInsight, Inc.	• Aetna Life Insurance Company (ALIC)	• Benefit Determinations
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)	• Credentialing/Re-Credentialing • 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).

