

## 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
Aetna Health Management	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• Benefit determinations</li> <li>• Claims processing or repricing</li> <li>• Credentialing</li> <li>• Disease management</li> <li>• Dispute resolution, grievance, appeals (related to benefits)</li> <li>• Outcome management</li> <li>• Payment/authorization of payment to providers</li> <li>• Provider network management</li> <li>• UM (prior authorization, certification of benefits or care, medical necessity determinations)</li> </ul>

**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
Aetna Network Services	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• Provider network management</li> </ul>
American Health Holding	<ul style="list-style-type: none"> <li>• Continental Life Insurance Company of Brentwood, Tennessee</li> </ul>	<ul style="list-style-type: none"> <li>• Disease management</li> <li>• Dispute resolution, grievance, appeals (related to benefits)</li> <li>• UM (prior authorization, certification of benefits or care, medical necessity determinations)</li> </ul>

Health Care Benefit Manager (HCBM)	Carrier/Insurer	Services the HCBM Provides
Amplifon	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Better Health of Washington (ABH)</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Health Inc. (AHI)</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• Continental Life Insurance Company of Brentwood, Tennessee</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• Claims processing or repricing</li> </ul>
Careington International Corp	<ul style="list-style-type: none"> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Provider network management service</li> <li>• Provider credentialing and recredentialing</li> </ul>
Caremark LLC	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> </ul> <p>First Health Life &amp; Health Insurance Company</p>	<ul style="list-style-type: none"> <li>• Provider Network Management</li> </ul>

Caremark PCS Health LLC	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• Benefit determinations</li> <li>• Claims processing or repricing</li> <li>• Credentialing</li> <li>• Dispute resolution, grievance, appeals (related to benefits)</li> <li>• Payment/authorization of payment to providers</li> <li>• Provider network management</li> <li>• UM (prior authorization, certification of benefits or care, medical necessity determinations)</li> </ul>
Concentrix Daksh Services India Private Limited	<ul style="list-style-type: none"> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Claims processing or repricing</li> <li>• Dispute resolution, grievance, appeals (related to benefits)</li> </ul>
<b>Health Care Benefit Manager (HCBM)</b>	<b>Carrier/Insurer</b>	<b>Services the HCBM Provides</b>
Continuum (Care Continuum Inc)	Aetna Life Insurance Company (ALIC)	UM (prior authorization, certification of benefits or care, medical necessity determinations)
Cotiviti, Inc.	<ul style="list-style-type: none"> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Coordination of benefits/benefit determinations</li> </ul>
Dental Health Alliance LLC (Sunlife/DHA)	<ul style="list-style-type: none"> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Credentialing for dental</li> <li>• Provider network management</li> </ul>

EviCore	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• Utilization management (prior authorization, certification of benefits or care, medical necessity determinations)</li> </ul>
<b>Health Care Benefit Manager (HCBM)</b>	<b>Carrier/Insurer</b>	<b>Services the HCBM Provides</b>
ExlService Philippines, Inc.	<ul style="list-style-type: none"> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• Aetna Health &amp; Life Insurance Company</li> <li>• Accendo Insurance Company</li> <li>• Continental Life Insurance Company of Brentwood, Tennessee</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• Benefit determinations</li> <li>• Claims processing or repricing</li> <li>• Dispute resolution, grievance, appeals (related to benefits)</li> <li>• Outcome management</li> <li>• Payment/authorization of payment to providers</li> <li>• UM (prior authorization, certification of benefits or care, medical necessity determinations)</li> </ul>
ExlService.com (India) Private Limited	<ul style="list-style-type: none"> <li>• Aetna Better Health Washington</li> <li>• Aetna Health Insurance</li> <li>• Aetna Life Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• UM (prior authorization, certification of benefits or care, medical necessity determinations)</li> <li>• Claim processing or repricing</li> <li>• Outcome Management</li> <li>• Payment/authorization of payment to providers</li> <li>• Dispute resolution, grievance, appeals (related to benefits)</li> </ul>
EyeMed	<ul style="list-style-type: none"> <li>• Aetna Health Inc. (AHI)</li> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Claims processing or repricing</li> <li>• Credentialing for network</li> <li>• Provider network management</li> </ul>

First American Administrators	<ul style="list-style-type: none"> <li>• Aetna Health Inc. (AHI)</li> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Claims processing or repricing</li> </ul>
First Health Group Corp	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• Claims processing or repricing</li> <li>• Provider network management</li> </ul>
Government Employees Health Association, Inc. (GEHA)	<ul style="list-style-type: none"> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Provider network management service</li> <li>• Provider credentialing and recredentialing</li> </ul>
<b>Health Care Benefit Manager (HCBM)</b>	<b>Carrier/Insurer</b>	<b>Services the HCBM Provides</b>
HealthHelp, LLC	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• Continental Life Insurance Company of Brentwood, Tennessee</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• UM (prior authorization, certification of benefits or care, medical necessity determinations)</li> <li>• Claims processing or repricing</li> </ul>
Hearing Care Solutions	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• AHIC (Aetna Health Insurance Company)</li> <li>• Continental Life Insurance Company of Brentwood, Tennessee</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• Claims processing or repricing for network</li> </ul>



HGS Healthcare, LLC (Sagility)	<ul style="list-style-type: none"> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Claims processing or repricing</li> <li>• Dispute resolution, grievance, appeals (related to benefits)</li> </ul>
Infosys	<ul style="list-style-type: none"> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Dispute resolution, grievance, appeals (related to benefits)</li> <li>• UM (prior authorization, certification of benefits or care, medical necessity determinations)</li> </ul>
Medical Review Institute of America, LLC	<ul style="list-style-type: none"> <li>• Company</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• UM (prior authorization, certification of benefits or care, medical necessity determinations)</li> <li>• Dispute resolution, grievance, appeals (related to benefits)</li> </ul>

Health Care Benefit Manager (HCBM)	Carrier/Insurer	Services the HCBM Provides
MediCall d.b.a. Cognizant Technology Solutions	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• Continental Life Insurance Company of Brentwood, Tennessee</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• Claims processing or repricing</li> <li>• Payment/authorization of payment to providers</li> <li>• UM (prior authorization, certification of benefits or care, medical necessity determinations)</li> </ul>
Multi-Plan	<ul style="list-style-type: none"> <li>• Accendo Insurance Company</li> <li>• Aetna Health and Life Insurance Company</li> <li>• Aetna Health Insurance Company (AHIC)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• First Health Life &amp; Health Insurance Company</li> </ul>	<ul style="list-style-type: none"> <li>• Claims processing or repricing</li> <li>• Provider network management</li> </ul>
OptumInsight, Inc.	<ul style="list-style-type: none"> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Coordination of benefits/benefit determinations</li> </ul>

Health Care Benefit Manager (HCBM)	Carrier/Insurer	Services the HCBM Provides
The Rawlings Company, LLC	<ul style="list-style-type: none"> <li>• Aetna Life Insurance Company (ALIC)</li> </ul>	<ul style="list-style-type: none"> <li>• Coordination of benefits/benefit determinations</li> </ul>
Healthways WholeHealth Network to WholeHealth Living, Inc. dba Healthways WholeHealth Networks, Inc.	<ul style="list-style-type: none"> <li>• Aetna Health Inc. (AHI)</li> <li>• Aetna Life Insurance Company (ALIC)</li> <li>• Aetna Behavioral Health of Washington (ABH)</li> </ul>	<ul style="list-style-type: none"> <li>• Credentialling for network</li> <li>• Provider network management</li> </ul>





Zelis Healthcare, LLC	• Aetna Life Insurance Company (ALIC)	• Provider credentialing • Provider network management
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Aetna complies with applicable federal civil rights laws and does not unlawfully discriminate, exclude or treat people differently based on their race, color, national origin, sex, age, or disability.

We provide free aids/services to people with disabilities and to people who need language assistance. If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

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

To access language services at no cost to you, call 1-888-982-3862 .

Para acceder a los servicios de idiomas sin costo, llame al 1-888-982-3862. (Spanish)

如欲使用免費語言服務, 請致電 1-888-982-3862 。(Chinese)

Afin d'accéder aux services langagiers sans frais, composez le 1-888-982-3862 . (French)

Para ma-access ang mga serbisyo sa wika nang wala kayong babayaran, tumawag sa 1-888-982-3862 . (Tagalog)

Um auf für Sie kostenlose Sprachdienstleistungen zuzugreifen, rufen Sie 1-888-982-3862 an. (German)

(Arabic) . للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم 1-888-982-3862 .

Pou jwenn sèvis lang gratis, rele 1-888-982-3862 . (French Creole-Haitian)

Per accedere ai servizi linguistici, senza alcun costo per lei, chiami il numero 1-888-982-3862 . (Italian)

言語サービスを無料でご利用いただくには、1-888-982-3862 までお電話ください。(Japanese)

무료 언어 서비스를 이용하려면 1-888-982-3862 번으로 전화해 주십시오. (Korean)

(Persian-Farsi) برای دسترسی به خدمات زبان به طور رایگان، با شماره 1-888-982-3862 تماس بگیرید.

Aby uzyskać dostęp do bezpłatnych usług językowych proszę zadzwonoć 1-888-982-3862 . (Polish)

Para acessar os serviços de idiomas sem custo para você, ligue para 1-888-982-3862 . (Portuguese)

Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону 1-888-982-3862 . (Russian)

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