

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report

Updated: May 15th, 2023



Unique ID and Description of CPSE	Date CPSE was First Identified	Billing Provider Type(s) Impacted by CPSE (select all that apply)	Timeline for Fixing CPSE	Date(s) and/or Date Span(s) of Corrected Claims Adjustments	CPSE Status
#114 CONFIRMED CPSE - Following a January 2023 provider agreement requirement change, Aetna is updating its system to discontinue paying non-participating, qualified laboratory claims without authorization and will be recouping those inappropriately paid claims.	2/22/2023	79-Independent Diagnostic Testing Facility 80-Independent Laboratory	2/24/2023	Re-adjudication completed on 4/17/2023 with manual adjustment following a completed re-adjudication that was completed 5/2/2023.	COMPLETE
#115 CONFIRMED CPSE - E&M code place of service descriptions were causing improper denial	1/1/2023 3/1/2023	21-Professional Medical Group	Estimated for 6/15/2023	Re-adjudication pending and scheduled to be completed on 6/15/2023 with manual adjustment following a completed re-adjudication.	IN PROGRESS
#117 CONFIRMED CPSE - Continuous Glucose Montior logic was not updated with the quarterly reference file. Appropriate claims are being denied with certain CPT/modifier combinations.	4/20/2023	76-Durable Medical Equipment Supplier	Estimated for 5/20/2023	Re-adjudication pending and scheduled to be completed on 6/15/2023 with manual adjustment following a completed re-adjudication. New day claims are being manually processed.	IN PROGRESS

FOR QUESTIONS REGARDING CPSE ITEMS, PLEASE CONTACT YOUR PROVIDER LIAISON OR PROVIDER SERVICES AT 1-855-364-0974