



CPSE Prior Notice

Starting July 2022, Aetna will give prior notice to providers by posting a description online when Aetna discovers a Claim Processing Systemic Error (CPSE). Our intent is to post notice as soon as possible following discovery.

There are two new CPSEs that will be appearing on the July 15th report that Aetna would like to post notice of before the report.

- #110 CONFIRMED CPSE - Edit 154 Benefit set up issue occurring 7/26 to 8/5 and the benefits were not completely corrected at the end of a previous project.
- #111 In Oct 2021 Aetna updated their BH fee schedule to correspond with the state BH fee schedule in regards to E&M codes/rates. Prior to E&M codes were paying off the state DD file rates however a project was not ran to address underpaid claims upon completion of the updates.

As always, do not hesitate to contact your Aetna Better Health of Ohio Provider Relations Representative with any questions or comments. 855-364-0974.

Sincerely,

Provider Services
Aetna Better Health of Ohio