

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report

Updated: September 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
#118 Hospice claims with T2046 have not been updated with current rates for Skilled Nursing Facility	7/11/2023	44-Hospice 86-Nursing Facility	8/29/2023	Re-adjudication pending and scheduled to be completed on 10/15/2023 with manual adjustment following a completed re-adjudication.	FIX IS COMPLETE
#119 G0156/G0299/G0300 have a combined weekly limit of 14hrs or 56 units. It was communicated in 2022 that Aetna was going to enforce the limit however our controls were not effective which allowed payment on excess units. We initiated a project to recoup the excess units	5/3/2023	16 & 60-Home Health Agency	8/17/2023	Re-adjudication pending and scheduled to be completed on 10/15/2023 with manual adjustment following a completed re-adjudication.	FIX IS COMPLETE
#120 Chiropractor specialty auth requirements were built incorrectly causing non-chiropractors' claims to deny in error.	9/7/2023	21-Professional Medical Group	Estimated 10/15/2023	Re-adjudication pending and scheduled to be completed on 11/15/2023 with manual adjustment following a completed re-adjudication.	IN PROGRESS

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