Aetna Better Health of Ohio
Claims Payment Systemic Errors Report
Updated: September 15th, 2026

Unique ID and Description of CPSE	Line of Business	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
#135: Secondary claims associated with claim reprocessing due to a system update were reversed; however, the bot did not execute reprocessing as expected. Reprocessing of impacted secondary claims is required.	MyCare	5/21/2026	72-Nurse Practitioner, Individual 70-Pharmacy 24-Physician Assistant 80-Independent Laboratory 21-Professional Medical Group	7/6/2026	Adjudication of impacted claims from (12/9/2024 to 11/30/2025) was completed on 8/28/2026.	Complete
#136: SNF claims were not being switched to pay on Medicaid as Primary do error in manual flipping process. This caused claims to pay Primary on Medicare in error.	MyCare	7/23/2026	86-Nursing Facility	9/7/2026	Estimated re-adjudication of impacted claims will be completed on 10/12/2026.	In process

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