

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report

Updated: February 15th, 2024



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
<p>#121 Certain Behavioral Health, DME, Physicians, and Home Health claims are not processing correctly. Medicaid-only claims are adjudicating as paying through Medicaid as primary and paying at \$0</p>	<p>1/17/2024</p>	<p>02-Psychiatric Hospital 03-Psychiatric Residential Treatment Facility (PRTF) 16 & 60-Home Health Agency 20-Physician/osteopath, individual 21-Professional Medical Group 24-Physician Assistant 25-Non-Agency Personal Care Aide 26-Non-Agency Home Care Attendant 37-Licensed Independent Social Worker (LISW) 42-Psychologist, Individual 47-Professional Clinical Counselor 52-Independent Marriage and Family Therapist 54-Licensed Independent Chemical Dependency Counselor 76-Durable Medical Equipment Supplier 84-Ohio Department of Mental Health (Community Mental Health) Provider</p>	<p>2/2/2024</p>	<p>Re-adjudication pending and scheduled to be completed on 04/15/2024 with manual adjustment following a completed-adjudication.</p>	<p>FIX IS COMPLETE</p>

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