



April 21, 2021

Dear Valued Provider,

Aetna Better Health® of Illinois is aware of a pre-payment edit, erroneously denying Hospital claims between 12/1/2020 and 2/23/2021.

EOP Denial Description:

100 5 - THE PROCEDURE CODE/TYPE OF BILL IS INCONSISTENT WITH THE PLACE OF SERVICE

The logic causing these invalid denials was disabled on 2/23/2021 and we're actively working to adjust all impacted claims.

There is no action needed at this point from the Hospital Providers, as the global project will adjust all claims received to date. We will further update the network when all claims have completed the re-adjudication process.

We sincerely apologize for the inconvenience and appreciate your patience as we work to resolve this matter.

Sincerely,

Aetna Better Health of Illinois