

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
ISSUE #034: Aetna has performed a proactive systemic clean-up of any claim errors related to contract configuration, missed authorizations and retro member eligibility. Any applicable claims are in the process of being adjusted.	Medicaid	12/4/2023	21-Professional Medical Group; 84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	12/15/2023	3/12/2024	OPEN
ISSUE #035 (Potential): Aetna has identified a potential issue involving codes H0006 and H0036 paying \$0 or denying "rendering provider not eligible to perform service" due to limited specialties configuration error.	Medicaid	1/16/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	2/1/2024	3/12/2024	OPEN

Updated: 03/11/2024

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ISSUE #036 (Potential): Aetna has identified a potential issue involving code H2019 when billed by providers with dual specialties including 541 and 542 resulting in claim denial. Configuration is currently being corrected ensuring full alignment with dual specialty grid published by ODM.	Medicaid	2/2/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	2/21/2024	3/12/2024	OPEN
ISSUE #037: Aetna has identified a limited issue related to manual COB claim processing. All affected claims have been re-processed.	Medicaid	2/12/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	2/12/2024	2/20/2024	COMPLETE
ISSUE #038: Aetna has identified a limited issue with H0006, H0036, H2017 and H2019 codes that carry pricing methodology dependency on quantity billed. Claims for dates of service starting 1/1/2024 didn't utilize updated pricing for 2024. Configuration issue has been corrected to address the payment variance between 2023 and 2024 rates. All affected claims are being re-processed.	Medicaid	2/12/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	2/27/2024	4/6/2024	OPEN

Updated: 03/11/2024

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ISSUE #039: Aetna has identified a limited issue with code H2000 being bundled in with T codes if billed on the same claim. Configuration issue has been corrected to unbundle the service. All affected claims are being re-processed.	Medicaid	3/1/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	3/1/2024	3/12/2024	OPEN
ISSUE #040: Aetna has identified a limited issue with H2019 for dates of service 1/1/2024 and forward with reducing allowed amount by 50% due to quantity billed. Configuration is being corrected and all affected claims will be re-processed.	Medicaid	3/7/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	4/1/2024	4/15/2024	OPEN

Updated: 03/11/2024

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