

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report

Updated: May 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 Medicare 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 completed and manual adjustment on remaining claims finished on 4/22/24.</p>	<p>COMPLETED</p>
<p>#122: Service code 67028 was loaded for 0 day post op day flags and was denying all services</p>	<p>3/25/2024</p>	<p>21-Professional Medical Group</p>	<p>2/11/2024</p>	<p>Re-adjudication pending and scheduled to be completed on 07/15/2024 with manual adjustment following a completed-adjudication.</p>	<p>FIX IS COMPLETE</p>
<p>#123: Durable Medical Equipment service code K0739 fee schedule was not updated from 1/1/2024.</p>	<p>5/9/2024</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Estimated to be completed by 6/25/2024</p>	<p>Re-adjudication pending and scheduled to be completed on 08/01/2024 with manual adjustment following a completed-adjudication.</p>	<p>IN PROGRESS</p>

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