

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report
 Updated: August 15th, 2024



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
#122: Service code 67028 was loaded for 0 day post op day flags and was denying all services.	MyCare	3/25/2024	21-Professional Medical Group	2/11/2024	Re-adjudication of claims was completed on 07/18/2024.	COMPLETED
#123: Durable Medical Equipment service code K0739 fee schedule was not updated from 1/1/2024.	MyCare	5/9/2024	76-Durable Medical Equipment Supplier	5/23/2024	Re-adjudication of claims was completed on 07/25/2024.	COMPLETED
#124: Private Duty Nursing service code T1000 had modifiers TD and TE termed as a valid combination on 3/26/24 effective 3/31/24 causing denials.	MyCare	6/27/2024	38-Private Duty Non-Agency RN or LPN	8/1/2024	Re-adjudication pending and scheduled to be completed on 10/01/2024 with manual adjustment following a completed-adjudication.	FIX IS COMPLETE
#125: HQ mod was terminated from BH codes when there was an active rate on the BH fee schedule.	MyCare	7/17/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider	9/1/2024	Re-adjudication pending and scheduled to be completed on 10/01/2024 with manual adjustment following a completed-adjudication.	FIX IS COMPLETE
#126: H2021 HK service code/modifier combination was terminated when there was an active rate on the BH fee schedule.	MyCare	7/31/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider	9/6/2024	Re-adjudication pending and scheduled to be completed on 10/31/2024 with manual adjustment following a completed-adjudication.	IN PROGRESS
#127: Pharmacist fee schedule missed prior rate updates.	MyCare	7/30/2024	69-Pharmacist, Individual	9/9/2024	Re-adjudication pending and scheduled to be completed on 11/15/2024 with manual adjustment following a completed-adjudication.	IN PROGRESS

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

