

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



MyCareOhio
 Connecting Medicare + Medicaid

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
#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 of impacted claims completed as of 08/29/2024.	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 of impacted claims completed as of 09/06/2024.	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
#128: Dialysis services not applying deductible/coinsurance related to a benefit setup issue.	MyCare	8/13/2024	59-End-Stage Renal Disease (Dialysis) Clinic	9/20/2024	Re adjudication pending and scheduled to be completed on 12/15/2024 with manual adjustment following a completed adjudication.	IN PROGRESS
#129: G0300 missed 1/1/24 rate updates.	MyCare	8/18/2024	16 & 60-Home Health Agency	8/18/2024	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