

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report
Updated: May 15th, 2025



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
#131: NF Add-on rates paying incorrectly/denying due to configuration	MyCare	3/13/2025	86- Nursing Facility	4/7/2025	Estimated re-adjudication of impacted claims will be completed on 06/30/2025.	In progress
#132: NF contract error. Denying home health claims.	MyCare	4/24/2025	16 & 60-Home Health Agency	Estimated Timeline 7/1/2025	Estimated re-adjudication of impacted claims will be completed on 07/1/2025.	In progress
FOR QUESTIONS REGARDING CPSE ITEMS, PLEASE CONTACT YOUR PROVIDER LIAISON OR PROVIDER SERVICES AT 1-855-364-0974						