



CPSE Announcement

Starting July 2022, Aetna will give prior notice to providers by posting a description online when Aetna discovers a Claim Processing Systemic Error (CPSE). Our intent is to post notice as soon as possible following discovery.

There is a new CPSEs that will be appearing on the November 15th report that Aetna would like to post notice of before the report.

- Aetna recently implemented an edit to comply with ODM rules around the 14 hour limit of home care services. In doing so it caused a denial issue where we were excessively denying billed hours. We are in the process of updating our system to remove the edit while we solution for more accurate oversight of these claims. Aetna will pull a global claim project upon completion of the system update.

As always, do not hesitate to contact your Aetna Better Health of Ohio Provider Relations Representative with any questions or comments. 855-364-0974.

Sincerely,
Provider Services
Aetna Better Health of Ohio