

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
#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 of impacted claims completed as of 9/18/2024.	Completed
#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