



Aetna Better Health of IL

3200 Highland Ave, Downers Grove, IL 60515

02/06/2020

Dear Provider,

Aetna Better Health of IL would like to remind you of the proper billing practice for readmissions.

In alignment with CMS readmission guidelines we expect that providers will need to submit corrected claims as necessary when members are readmitted to the hospital within 30 days of discharge from a previous admission. Aetna will pay the initial claim according to the initial requested authorization as submitted. If the member is readmitted, the provider should submit a corrected claim inclusive of the original and second admission with leave of absence revenue codes during the timeframe the member was not admitted. Upon receipt of the corrected claim, Aetna will retract the original payment and consider the new corrected and comprehensive claim for payment. Note that authorizations for a member readmission will be denied under the previous stay which occurred within the last 30 days.

It is not Aetna's intention to deny payment for the readmission, however system edits will deny inpatient readmissions unless the claim is submitted as a corrected claim. Note, this corrected claim will have two authorizations 1 which is approved and 1 which is denied. Aetna will accept the corrected claim and reverse the original paid amount and process the new corrected claim accordingly. Please note you cannot resubmit only the corrected/denied lines, the complete corrected claim must be submitted.

If you do not submit the claim for the original admission by the time the member is readmitted, Aetna expects that you will forgo submitting separate claims and will combine the former admission with the readmission into one claim, again utilizing the LOA revenue codes for the days not inpatient. This avoids the need for submitting the original claim, and then the corrected claim.

If you have additional questions regarding this process, please contact claims inquiry/claims research staff at 1-866-600-2139 or work with your assigned Provider Relations Liaison.

Sincerely,

Provider Relations