



March 30, 2021

Dear Valued Provider,

Aetna Better Health® of Illinois is aware of a pre-payment edit, erroneously denying Ambulance H2H transportation claims, between 12/1/2020 and 3/30/2021.

EOP Denial Description:

107 - THE RELATED OR QUALIFYING CLAIM/SERVICE WAS NOT IDENTIFIED ON THIS CLAIM

N122 - Add-On Code Cannot Be Billed By Itself

The logic causing these invalid denials was disabled on 3/30/2021 and we're actively working to adjust all impacted claims.

There is no action needed at this point from the Ambulance Providers, as the global project will adjust all claims received to date. We will further update the network when all claims have completed the re-adjudication process.

We sincerely apologize for the inconvenience and appreciate your patience as we work to resolve this matter.

Sincerely,

Aetna Better Health of Illinois