

Aetna Better Health® of Illinois
PO Box 818031, MC F661
Cleveland, OH 44181-8031



June 6, 2023

Aetna Better Health® of Illinois

Issue related to denial of E&M codes 99202-99205 and 99211-99215

Aetna Better Health® of Illinois has identified an issue that resulted in some denials being made in error. This relates to E&M codes 99202-99205 and 99211-99215 that were billed on a CMS 1500 form. The affected claims contain the following remit denial description:

Front end denial:

- ***151 - PAYMENT ADJUSTED BECAUSE THE PAYER DEEMS THE INFORMATION SUBMITTED DOES NOT SUPPORT THIS MANY/FREQUENCY OF SERVICES***

We identified this issue on 5/18/23 and confirmed it began on 5/1/23. We expect the issue to be corrected on 6/11/23. During the interim, we are identifying and correcting any claims that are denied in error before adjudication. We will reprocess claims that have already finalized.

We apologize for the inconvenience and appreciate your patience as we resolve this issue.

If you have any questions, please contact your Provider Relations representative or email Provider Relations at ABHILProviderRelations@Aetna.com.

Sincerely,

Aetna Better Health of Illinois