

**Aetna Better Health® of Illinois**  
3200 Highland Avenue, MC F648  
Downers Grove, IL 60515



October 17, 2022

**Aetna Better Health® of Illinois**  
Referring provider rejection notification

Dear Valued Provider,

Aetna Better Health® of Illinois is aware of a front-end rejection, erroneously rejecting claims with 99201-99255 that were billed between 7/29/2022–8/23/2022.

**Front-end rejection descriptions**

- N562: Referring provider NPI is missing or invalid
- Rejections due to invalid referring provider
- Status: 562 ACK/RETURNED – Entity’s National Provider Identifier (NPI). Usage: This code requires use of the entity code REFERRING PROVIDER.

**We reimported these claims on 10/3/2022.** Please contact your Provider Experience representative if you find claims that have not been adjudicated.

Sincerely,

Aetna Better Health of Illinois