

Date: 1-15-2026

### OVERVIEW:

Per the Louisiana Department of Health, Aetna Better Health of Louisiana (ABHLA) must notify providers within five (5) business days of discovery of a system error that could impact reimbursement of claims.

ABHLA is aware of the following system issue and is taking measures to resolve it as soon as possible:

Issue	Date Identified	Target Resolution Date
ABHLA has identified a claims payment issue. Providers billing H0011, H2034 or H2036 may receive incorrect denials. System will be updated and claims will be recycled with no action needed by the provider.	1-15-2026	1-30-2026

### Questions and Support:

For questions, please contact [LAProvider@AETNA.com](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.