

Date: 4-20-2026

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. A system error caused incorrect PES denials. The issue has been corrected and impacted claims will be reprocessed with no action needed from providers.	4/17/2026	5/2/2026

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.