

Date: 2-11-2025

### 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 configuration issue affecting the adjudication of vision eye exam claims with dates of service beginning 07/01/25 through EyeMed Network. Some vision claims were reimbursed at incorrect rates. All impacted claims will be automatically reprocessed to apply the correct rates with no action needed by the provider.	02-11-2026	02-26-2026

### Questions and Support:

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