

Aetna Better Health of Ohio
 Claims Payment Systemic Errors Report
 Updated: April 15th, 2026



MyCareOhio
 Connecting Medicare + Medicaid

| Unique ID and Description of CPSE | Line of Business | Date CPSE was First Identified | Billing Provider Type(s) Impacted by CPSE (select all that apply) | Timeline for Fixing CPSE | Date(s) and/or Date Span(s) of Corrected Claims Adjustments | CPSE Status |
|--|------------------|--------------------------------|--|--------------------------|--|-------------|
| #133: NF ventilator claims denied for authorization, provider type and cob in error for SNF vent claims. Claims also paid \$0 in error. | MyCare | 10/1/2025 | 86- Nursing Facility | 4/1/2026 | Estimated re-adjudication of impacted claims will be completed on 4/15/2026. | In process |
| #134: IT process change causing issues on claims with BH CPT codes H0036 H2019 H0006 H2017. Claims are paying \$0 instead of pricing. Process has been put into place to stop claims paying \$0. | MyCare | 12/1/2025 | 84-Ohio Department of Mental Health (Community Mental Health) Provider | 5/4/2026 | Estimated re-adjudication of impacted claims will be completed on 4/4/2026. | In process |

FOR QUESTIONS REGARDING CPSE ITEMS, PLEASE CONTACT YOUR PROVIDER LIAISON OR PROVIDER SERVICES AT 1-855-364-0974