

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



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	6/1/2026	Adjudication of impacted claims completed on 6/24/2026.	Completed
#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	6/4/2026	Adjudication of impacted claims completed on 5/21/2026.	Completed
#135: Secondary claims associated with claim reprocessing due to a system update were reversed; however, the bot did not execute reprocessing as expected. Reprocessing of impacted secondary claims is required.	MyCare	5/21/2026	72-Nurse Practitioner, Individual 70-Pharmacy 24-Physician Assistant 80-Independent Laboratory 21-Professional Medical Group	Estimated Timeline 7/6/2026	Estimated re-adjudication of impacted claims from 12/9/2024 to 11/30/2025) will be completed on 8/15/2026.	In process

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