Aetna Better Health of Ohio
Claims Payment Systemic Errors Report
Updated: November 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
#136: SNF claims were not being switched to pay on Medicaid as Primary do error in manual flipping process. This caused claims to pay Primary on Medicare in error.	MyCare	7/23/2026	86-Nursing Facility	9/7/2026	Adjudication of impacted claims was completed on 10/12/2026.	Complete

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