

Aetna Better Health of Ohio
 Claims Payment Systemic Errors Report
 Updated: November 15th, 2022



Unique ID and Description of CPSE	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
#101: CONFIRMED CPSE - Additional variations of certain specialty types (QMHS Masters, QMHS Bachelors, QMHS High School, and MD/DO) were not included in our pricing methodology for codes H0006, H2017, H2019 and H0036. As a result claims are denying or paying zero dollars.	8/25/2021	84-Ohio Department of Mental Health (Community Mental Health) Provider	3/1/2022	Re-adjudication occurred on 4/9/2022. Ongoing manual adjustments from 3/1/2022 until resolution date of 10/15/2022.	COMPLETE
#102: CONFIRMED CPSE - Some member's Medicaid claims are not being generated after the primary Medicare claim has been processed. This has been attributed to an enrollment configuration error.	9/7/2021	00-All provider types	First fix 4/30/2022 Second fix 5/12/2022	Readjudication occurred on 6/15/2022. Ongoing manual adjustments from 5/12/2022 until resolution date of 11/11/2022.	COMPLETE
#103: CONFIRMED CPSE - Aetna discovered that psychotherapy claims (90785 - 90837) are incorrectly being denied with a remittance message. The procedure code is inconsistent with the modifier used.	12/6/2021	84-Ohio Department of Mental Health (Community Mental Health) Provider	4/1/2022	Re-adjudication occurred on 4/16/2022. Ongoing manual adjustments from 4/1/2022 until estimated resolution date of 9/15/2022. Adjusting completion date to 10/15/2022. 72 claims are pending closure while notifications or clarifications are made.	COMPLETE
#106 CONFIRMED CPSE - Aetna discovered an issue with codes H2017 & H2019 where claim scenarios that should be paying off of the variable pricing stored procedure were errantly processing to the fixed pricing fee schedule and firing edit 293 / 147.	04/27/22	84-Ohio Department of Mental Health (Community Mental Health) Provider	6/30/2022	Readjudication occurred on 9/17/2022. Ongoing manual adjustments from 6/30/2022 until resolution date of 11/3/2022.	COMPLETE
#107 CONFIRMED CPSE - Aetna discovered claims billed under service code T1019 were underpaid.	05/13/22	16 & 60-Home Health Agency 26-Non-Agency Home Care Attendant 25-Non-Agency Personal Care Aide	6/11/2022	Re-adjudication occurred on 6/11/2022. Ongoing manual adjustments from 6/11/2022 until estimated resolution date of 9/15/2022. Adjusting completion date to 10/15/2022. 1 claim is pending closure while a provider is outreached.	COMPLETE
#108 CONFIRMED CPSE - Aetna discovered that a CMS update was incorrectly configured for codes 99202 99215 billed with the FS modifier must be in place of services 19 or 22. The system began denying all Medicare claims that were not the aforementioned scenario.	06/09/22	00-All provider types	6/16/2022	Re-adjudication occurred on 8/6/2022. Ongoing manual adjustments from 8/6/2022 until estimated resolution date of 10/15/22.	COMPLETE
#109 CONFIRMED CPSE - Aetna recently implemented an edit to comply with ODM rules around the 14 hour limit of home care services. In doing so it caused a denial issue where we were excessively denying billed hours. We are in the process of updating our system to remove the edit while we solution for more accurate oversight of these claims. Aetna will pull a global claim project upon completion of the system update.	9/15/2022	16 & 60-Home Health Agency 25-Non-Agency Personal Care Aide 26-Non-Agency Home Care Attendant	10/1/2022	Re-adjudication occurred on 11/12/2022. Ongoing manual adjustments from 11/12/2022 until estimated resolution date of 1/15/23.	FIX IS COMPLETE
#110 CONFIRMED CPSE - Edit 154 Benefit set up issue occurring 7/26 to 8/5 and the benefits were not completely corrected at the end of a previous project	10/17/2022	00-All provider types	12/15/2022	First re-adjudication scheduled to occur on 11/19/2022, with a second re-adjudication pending. Ongoing manual adjustments following second re-adjudication until estimated resolution date of 1/15/23.	IN PROCESS
#111 CONFIRMED CPSE In Oct 2021 Aetna updated their BH fee schedule to correspond with the state BH fee schedule in regards to E&M codes/rates. Prior to E&M codes were paying off the state DD file rates however a project was not ran to address underpaid claims upon completion of the updates.	10/5/2022	02-Psychiatric Hospital 03-Psychiatric Residential Treatment Facility (PRTF) 42-Psychologist, Individual 52-Independent Marriage and Family Therapist 54-Licensed Independent Chemical Dependency Counselor 37-Licensed Independent Social Worker (LISW) 84-Ohio Department of Mental Health (Community Mental Health) Provider	10/13/2021	Re-adjudication estimated to occur on 12/15/2022. Ongoing manual adjustments following re-adjudication until estimated resolution date of 1/15/23.	FIX IS COMPLETE

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