Correct Coding Initiative
Aetna Better Health of Nebraska utilizes claims editing systems designed to evaluate the appropriate billing information and CPT coding accuracy on procedures submitted for reimbursement. Our edit guidelines are based on, but not limited to: NCCI, CPT-4, HCPCS and ICD coding definitions, AMA and CMS guidelines, specialty edits, pharmaceutical recommendations, industry standards, medical policy and literature research input from academic affiliations.

The major areas of reviews are:

* **Procedure Unbundling** - Billing two or more individual CPT codes to report a procedure when a single, more comprehensive code exists that accurately describes the procedure.

* **Incidental Procedures** - A procedure that is performed at the same time as a more complex procedure, however, the procedure requires little additional physician resources and/or is clinically integral to the performance of the primary procedure.

* **Mutually-Exclusive Procedures** - Two or more procedures that are billed, but by medical practice standards, should not be performed or billed for the same patient on the same date of service.

* **Multiple Surgical Procedures** - Surgical procedures are ranked according to clinical intensity and paid following percentage guidelines.

* **Duplicate Procedures** - Identical Procedures that are billed more than once on a date of service.

* **Assistant Surgeon Utilization** - Determination of reimbursement and coverage.

* **Evaluation and Management Service Billing** - Review the billing for services in conjunction with procedures performed.

When reviewing a remittance advice, any CPT code that has been changed or denied by the editing system will be noted by the appropriate disposition code.

**Nebraska Medicaid ID - Provider Enrollment**
The Nebraska Department of Health and Human Services (DHHS) requires all providers participating with Medicaid have a Nebraska Medicaid ID. Providers must receive a Nebraska Medicaid ID before Aetna Better Health can make payment on claims. The ID is assigned by DHHS. To apply for a Nebraska Medicaid ID, please contact DHHS.

**Please notify your Provider Relations Representative when your facility receives notification from DHHS that your provider has been assigned a Medicaid ID.**

**Office Closing Notice**
Aetna Better Health of Nebraska offices will be closed on Monday, January 18th in observance of Martin Luther King Day. Our offices will reopen on Tuesday, January 20th.
Provider Portal Webinars
Aetna Better Health of Nebraska is hosting webinar sessions to assist providers with functions of the secure provider web portal. The next webinar session is listed below. **Please note:** The webinar scheduled for Thursday, January 21st has been cancelled and all providers registered for this training session will be registered for the February 18th session.

**Thursday, February 18th, 2:00-3:00 PM (CST)**

Any provider who wishes to participate will need to register. Please email us with your name, email address, date & time preferred. All registered providers will receive an email invitation to the webinar with further instructions the day prior to the scheduled webinar.

**Claims Inquiry/Claims Research  (1-888-784-2693)**
Our dedicated Claims Inquiry/Claims Research Team (CI/CR) will assist providers with all claims issues, remittance advice questions, and reconsiderations. Please call **1-888-784-2693 option 2/3**, for assistance on your claim issues. If resolution is not reached with a representative, please ask for the assistance of a supervisor.

**Provider Manual**
The provider handbook updates are now available and posted on our website at the link [here](#). Please contact your Provider Relations Representative, if you have any questions.