

Aetna Better Health of Ohio  
 Claims Payment Systemic Errors Report  
 Updated: March 15th, 2021



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	Number of Claims Impacted
CONFIRMED CPSE- Aetna identified a configuration issue that when certain E&M and lab codes were billed with a CS modifier the lines were denying in error. The provider would receive a line denial for invalid HCPC with modifier.	10/20/20	01-Hospital (Outpatient) 80-Independent Laboratory 21-Professional Medical Group	11/16/2020	Claims went through an automated adjudication process on 01/02/2021. Fall out claims were reviewed and adjudicated from 1/4/2021 to 1/31/2021. Project is complete.	COMPLETE	230
CONFIRMED CPSE- Aetna discovered a configuration issue pertaining to BH providers with multiple specialties. When a claim is received with a rendering provider's secondary specialty, Aetna's claim system is denying the claim for "This provider type/provider specialty may not bill this service" or paying the claim at zero dollars.	11/08/20	84-Ohio Department of Mental Health (Community Mental Health) Provider	3/17/2021	A manual work-around process was put into production on 12/04/2020. Impacted claims are projected to be readjudicated on 4/16/2021.	IN PROCESS	TBD
CONFIRMED CPSE- Aetna discovered a Medicare bypass issue pertaining to claims billed with code G0300 or G0299 for ICDS waiver members. This issue is causing claims to deny or underpay.	12/30/20	16 & 60-Home Health Agency	Projected date 03/26/2021	Claims are anticipated to be readjudicated by 04/15/21.	IN PROCESS	50
CONFIRMED CPSE- Aetna discovered a claims configuration issue pertaining to Assisted Living providers. Claims adjudicated after 2/10/2021 paid based on an incorrect unit count, which caused claims to underpay. *Assisted living was not a drop down choice for provider specialty*	02/17/21	86-Nursing Facility	3/11/2021	Claims are anticipated to be readjudicated by 04/11/21.	IN PROCESS	TBD
POTENTIAL CPSE- Aetna identified an issue where CMS rates for specific COVID lab codes, 87636, 87637, 87811, 0240U, 0241U were not loaded into the Outpatient pricing system causing claims to deny or underpay.	02/20/21	01-Hospital (Outpatient)	Projected date 3/26/2021	Claims are anticipated to be readjudicated by 05/26/21.	UNDER REVIEW	TBD

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