

Aetna Better Health Premier Plan MMAI

3200 Highland Ave., MC F661

Downers Grove, IL 60515



October 31, 2023

Homemaker Services Overpayment Project

Aetna has implemented a project to review homemaker services and the billed units against authorized units. Aetna discovered that some providers were billing above allowable units for weekly or monthly as indicated on the authorization. In instances of billed units exceeding their authorization on paid claims, Aetna began recouping those overpayments. If billed units were within authorized limits, then those claims will be unaffected. Aetna will not be reprocessing claims that have already been recouped.

If you have any questions about impacted claims, please call the Claims Inquiry and Claims Research (CICR) Department at **1-866-600-2139**. If you believe you have mitigating evidence on a disputed claim, please follow instructions on the [Dispute Form](#).

Sincerely,

Aetna Better Health Premier Plan MMAI

Provider Services