

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report

Updated: July 15th, 2023



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
#115 CONFIRMED CPSE - E&M code place of service descriptions were causing improper denial	4/1/2023 3/1/2023	21-Professional Medical Group	4/23/2023	A new batch of impacted claims was added on 6/27/2023. Re-adjudication pending and scheduled to be completed on 8/15/2023 with manual adjustment following a completed re-adjudication.	FIX IS COMPLETE
#117 CONFIRMED CPSE - Continuous Glucose Montior logic was not updated with the quarterly reference file. Appropriate claims are being denied with certain CPT/modifier combinations.	4/20/2023	76-Durable Medical Equipment Supplier	5/4/2023	Re-adjudication completed on 5/27/2023 with ongoing manual adjustment until it was completed on 6/22/2023.	COMPLETE

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