

Aetna Better Health of Ohio
 Claims Payment Systemic Errors Report

Updated: December 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
<p>#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.</p>	<p>9/15/2022</p>	<p>16 & 60-Home Health Agency 25-Non-Agency Personal Care Aide 26-Non-Agency Home Care Attendant</p>	<p>10/1/2022</p>	<p>Re-adjudication occurred on 11/12/2022. Ongoing manual adjustments from 11/12/2022 until estimated resolution date of 1/15/23.</p>	<p>FIX IS COMPLETE</p>
<p>#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</p>	<p>10/17/2022</p>	<p>00-All provider types</p>	<p>Estimated for 1/1/2023</p>	<p>First re-adjudication occurred on 11/21/2022, with a second re-adjudication 11/26/2022. Ongoing manual adjustments from 11/26/2022 until estimated resolution date of 1/15/23.</p>	<p>IN PROGRESS</p>
<p>#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.</p>	<p>10/5/2022</p>	<p>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</p>	<p>10/13/2021</p>	<p>Re-adjudication occurred on 12/10/2022. Ongoing manual adjustments from 12/10/2022 until estimated resolution date of 1/15/23.</p>	<p>FIX IS COMPLETE</p>

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