



February 3, 2023

Aetna Better Health® of Illinois

Age restriction claim rejections

Aetna Better Health® of Illinois has been rejecting claims received between 5/26/22 and 12/13/2022, which were billed with a **pediatric diagnosis code for age group 0-17 years and a revenue code for age group 0-16 years**.

Front-end rejection descriptions:

- Diag_N129 is Diagnosis code has age restriction/range and patient age does not fall within specification
- Z diagnosis code rejections: age-based DX procedure codes (17 years 0 day vs. 17 years 01 day)

To date, our system has been updated to properly process claims billed with the diagnosis and revenue codes listed above.

The claims we've found to be affected by this error were re-processed on 1/24/2023. Payments for these claims began issuing as of 1/27/23.

If you feel you have claims that have not been re-processed, please contact your assigned Provider Relations representative.

We apologize for the inconvenience and appreciate your patience.