

Aetna Better Health® of Illinois
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September 19, 2023

Aetna Better Health® of Illinois

Erroneous denials of ESRD claims

Aetna Better Health® of Illinois is aware of a post-payment edit, that resulted in the erroneous denial of **ESRD claims billed on a CMS 1500 form between 6/21/23 and 9/7/23.**

EOP Denial Description:
203 – 96- NON-COVERED CHARGE(S)

The issue causing these invalid denials was resolved on 9/15/23. We're actively working to adjust all claims that were impacted.

There is no action needed from providers. The global project will adjust all claims that have been received to date. As claims are reprocessed, providers will receive an updated EOP.

If you have any questions, please contact your assigned [Provider Experience representative](#).

We sincerely apologize for the inconvenience and appreciate your patience as we work to resolve this matter.