



Dear Valued Provider,

Aetna Better Health® of Illinois is aware of a pre-payment edit, erroneously denying Long Term Care Facility claims with date of service between 3/1/2021 and 3/31/21.

EOP Denial Description:

149 - LIFETIME BENEFIT MAXIMUM HAS BEEN REACHED FOR THIS SERVICE/BENEFIT CATEGORY

N23 - Alert: Patient liability may be affected due to coordination of benefits with other carriers and/or maximum benefit provisions

The logic causing these invalid denials was disabled on 4/20/2021 and we're actively working to adjust all impacted claims.

Please allow up to 30 business days for system configuration and up to an additional 45 business days for claims to re-process.

There is no action needed at this point from the Long Term Care Facility Providers, as the global project will adjust all claims received to date. We will further update the network when all claims have completed the re-adjudication process.

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

Sincerely,

Aetna Better Health of Illinois