



## **CPSE Prior Notice**

Starting July 2022, Aetna will give prior notice to providers by posting a description online when Aetna discovers a Claim Processing Systemic Error (CPSE). Our intent is to post notice as soon as possible following discovery.

There are three new CPSEs that will be appearing on the March 15<sup>th</sup> report that Aetna would like to post notice of before the report.

- 1) CPSE #114 (CONFIRMED): Aetna discovered it was paying non-participating laboratory claims without authorizations and will be recouping those inappropriately paid claims.
- 2) CPSE #115 (SUSPECTED): E&M code place of service descriptions were causing improper denial.
- 3) CPSE #116 (CONFIRMED): COB BOT denying SNF claims for no EOB when they are exceptions and should pay primary on Medicaid.

As always, do not hesitate to contact your Aetna Better Health of Ohio Provider Relations Representative with any questions or comments. 855-364-0974.

Sincerely,

Provider Services

Aetna Better Health of Ohio