

Aetna Better Health of Ohio  
 Claims Payment Systemic Errors Report  
 Updated: November 15th, 2024



**MyCareOhio**  
 Connecting Medicare + Medicaid

Unique ID and Description of CPSE	Line of Business	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
#127: Pharmacist fee schedule missed prior rate updates.	MyCare	7/30/2024	69-Pharmacist, Individual	9/9/2024	Impacted Claims were reprocessed as of 10/01/2024.	COMPLETED
#128: Dialysis services not applying deductible/coinsurance related to a benefit setup issue.	MyCare	8/13/2024	59-End-Stage Renal Disease (Dialysis) Clinic	9/20/2024	Impacted Claims were reprocessed as of 11/11/24.	COMPLETED
#129: GO300 missed 1/1/24 rate updates.	MyCare	8/18/2024	16 & 60-Home Health Agency	8/18/2024	Impacted Claims were reprocessed as	COMPLETED
#130: Some BH Modifiers incorrectly termed from the Medicaid line of business related to a CMS update causing claims to deny or pay incorrectly.	MyCare	12/2/2024	65-Clinical Nurse Specialist, Individual 52-Independent Marriage and Family Therapist 72-Nurse Practitioner, Individual 96-Paraprofessional 24-Physician Assistant 20-Physician/Osteopath, Individual 42-Psychologist, Individual	3/1/2025	Re-adjudication pending and scheduled to be completed on 03/01/2025 with manual adjustment following a completed-adjudication.	TBD

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