

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report

Updated: May 14th, 2021



Description of CPSE	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	Number of Claims Impacted
CONFIRMED CPSE- Aetna discovered a configuration issue pertaining to BH providers with multiple specialties. When a claim is received with a rendering provider's secondary specialty, Aetna's claim system is denying the claim for "This provider type/provider specialty may not bill this service" or paying the claim at zero dollars.	11/08/20	84-Ohio Department of Mental Health (Community Mental Health) Provider	4/16/2021 (CPTs H2019, H2017, H0036, and H0006 were completed). 7/15/2021 (Anticipated fix date for remaining BH codes. H0001, H0004, H0005, H0010, H0011, H0012, H0014, H0015, H0038, H0040, H0048, H2012, H2015, H2020, H2034, H2036).	A manual work-around process was put into production on 12/04/2020 to prevent new day claims for being processed incorrectly. Previous effected claims are anticipated to be readjudicated by 6/30/2021.	IN PROCESS	TBD
CONFIRMED CPSE- Aetna discovered a Medicare bypass issue pertaining to claims billed with code G0300 or G0299 for ICDS waiver members. This issue is causing claims to deny or underpay.	12/30/20	16 & 60-Home Health Agency	4/1/2021	Claims readjudication started on 5/13/2021. Anticipated completion date 5/30/2021.	FIX IS COMPLETE	50
CONFIRMED CPSE- Aetna discovered a claims configuration issue pertaining to Assisted Living providers. Claims adjudicated after 2/10/2021 paid based on an incorrect unit count, which caused claims to underpay. *Assisted living was not a drop down choice for provider specialty*	02/17/21	86-Nursing Facility	3/11/2021	Claims were MASS readjudicated on 4/3/2021 and fallout was worked from 4/5/2021 to 5/1/2021.	COMPLETED	2560
CONFIRMED CPSE- Aetna identified an issue where CMS rates for specific COVID lab codes, 87636, 87637, 87811, 0240U, 0241U were not loaded into the Outpatient pricing system causing claims to deny or underpay.	02/20/21	01-Hospital (Outpatient)	3/8/2021	Claims were MASS readjudicated on 3/27/2021 and fallout was worked from 4/3/2021 to 4/27/2021.	COMPLETED	650
CONFIRMED CPSE- Aetna discovered a claims issue where a secondary Medicaid claim was not being generated after Aetna Medicare Primary claim was processed. This affected all provider types for Opt In members.	04/12/21	00-All provider types	5/10/2021	Secondary claims will be generated on 5/16/2021. The claims will then follow the "new day claim" process. All claims are anticipated to be adjudicated by 6/15/2021.	FIX IS COMPLETE	20249

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