

Aetna Better Health® of Illinois
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December 13, 2023

Aetna Better Health® of Illinois

Payment of claims related to hysterectomy and sterilization

Aetna Better Health® of Illinois has identified a configuration issue that didn't previously allow for payment of claims related to hysterectomy and sterilization. Claims billed with the N93.8 primary diagnosis were being denied in error.

What we're doing

We've made updates to allow hysterectomy to pay without sterilization diagnosis codes. We've also made corrections to the procedure codes that require a sterilization diagnosis.

A configuration issue was identified on 12/4/2023 and we are actively working to have our systems configured and updated. **Claims with dates of services 11/9/2022 through current will be reprocessed within the next 45 business days.**

Questions?

Please contact your assigned Provider Relations representative with any questions about this matter.

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