



April 21, 2021

Dear Valued Provider,

Aetna Better Health® of Illinois is aware of a pre-payment edit, erroneously denying Behavioral Health claims between 12/1/2020 and 4/21/2021.

EOP Denial Description (s):

299 - THE BILLING PROVIDER IS NOT ELIGIBLE TO RECEIVE PAYMENT FOR THE SERVICE BILLED

208 - NATIONAL PROVIDER IDENTIFIER - NOT MATCHED

The logic causing these invalid denials was disabled on 4/21/2021 and we're actively working to adjust all impacted claims.

There is no action needed at this point from the Behavioral Health 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