


October 12, 2022

Aetna Better Health® of Illinois

Hospice nursing home recoup and repayment

Aetna Better Health® of Illinois follows HFS guidance as it relates to the below [notice](#):



Provider Notice Issued 08/29/2022

HFS > Medical Providers > Notices > Provider Notice Issued 08/29/2022

Date: August 29, 2022
To: Enrolled Hospice Agencies
Re: Hospice Nursing Home Room and Board Adjustments and Repayment

This notice is a follow-up to the May 28, 2021 [provider notice](#) regarding hospice patient claims for nursing home room and board charges that providers erroneously billed to the Department of Healthcare and Family Services (HFS) instead of the customer's [HealthChoice Illinois](#) (HCI) managed care organization (MCO) plan or the Managed Long Term Services and Supports (MLTSS) program.

HFS has recently voided the inappropriate hospice nursing home room and board payments. Providers will receive Remittance Advices identifying those adjustments to void (21C Adjustment Type). **However, please be aware that the Adjustment Reason Code and message applied to the voids is incorrect; it is misidentified as 5018 - EAPG Paid at Zero.**

HFS is providing data to the HCI MCO plans to expedite plan payments to providers based on the recoupments. Hospices are asked to work with the appropriate plan regarding any payments due.

Questions regarding this notice may be directed to the applicable HCI MCO plan.

Each facility will be provided with a report of claims/accounts via a secure email from our PHI mailbox ABHILHIPAA@AETNA.com. Providers will be sent a report of claims for services rendered between **1/1/2018-11/30/2020**. We ask you to review this report and confirm if additional reimbursement is required. Please respond as quickly as possible so that we can expedite manual payments for these services.

If additional payment is required, a manual payment will be issued. Please provide these documents to receive payment:

- 2018 W9
- Payment mailing address
- Response to the report of claims we provided with your agreement/disagreement of payment amount

After a comprehensive claims analysis is completed, qualifying services will be reimbursed in the form of a manual check.

Aetna Better Health® of Illinois
3200 Highland Avenue, MC F648
Downers Grove, IL 60515



For HFS recouped claims with a date of service **after 12/1/2020**, file claims to Aetna Better Health® of Illinois using your standard process.

If you have questions, contact your Provider Experience Representative.