

Unique ID and 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
<p>ISSUE #011: Aetna's diagnosis payment allowance was based on ODMs BH Diagnosis Code Group published on their BH Medicaid website. Aetna has revised its payment policy to allow any diagnosis for services included within ODMs Behavioral Health Manual.</p>	2/3/2023	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	3/3/2023	5/13/2023	COMPLETE
<p>ISSUE #015: Aetna has identified an issue related to a member spend down being applied toward patient liability in error due to 834 SpendDown Amt being displayed. ODM informed Aetna spend down amount included on the 834 is informational only. Affected claims are being re-processed. A manual process is in place to remove spend down from claims going forward until permanent fix goes into production spring 2023.</p>	3/21/2023	<p>01-Hospital (Inpatient); 21-Professional Medical Group; 84-Ohio Department of Mental Health (Community Mental Health) Provider</p>	5/5/2023	5/20/2023	COMPLETE

Updated: 6/8/2023

Contact Information: Vladimir Peterman, Lead Director, Operations: PetermanV@aetna.com

<p>ISSUE #016: Aetna has identified an issue with COB pricing methodology, which resulted in underpayments. COB claims were processed using lesser of methodology in reference to primary payment amount in error. Correction made ensuring Aetna's secondary payment always matches up to Medicaid allowable.</p>	<p>5/16/2023</p>	<p>01-Hospital (Inpatient); 02-Psychiatric Hospital; 21-Professional Medical Group; 84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>5/16/2023</p>	<p>6/19/2023</p>	<p>OPEN</p>
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Updated: 6/8/2023

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