

Aetna Better Health of Ohio  
 Claims Payment Systemic Errors Report  
 Updated: January 15th, 2025



**MyCareOhio**  
 Connecting Medicare + Medicaid

Unique ID and Description of CPSE	Line of Business	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
#130: Some BH Modifiers incorrectly termed from the Medicaid line of business related to a CMS update causing claims to deny or pay incorrectly.	MyCare	12/2/2024	65-Clinical Nurse Specialist, Individual 52-Independent Marriage and Family Therapist 72-Nurse Practitioner, Individual 96-Paraprofessional 24-Physician Assistant 20-Physician/Osteopath, Individual 42-Psychologist, Individual	3/1/2025	Re-adjudication pending and scheduled to be completed on 03/01/2025 with manual adjustment following a completed-adjudication.	In Process

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