

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report

Updated: November 15th, 2023



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
#118 Hospice claims with T2046 have not been updated with current rates for Skilled Nursing Facility	7/11/2023	44-Hospice 86-Nursing Facility	8/29/2023	Re-adjudication and manual adjustment completed on 11/10/2023.	COMPLETE
#120 Chiropractor specialty auth requirements were built incorrectly causing non chiropractors' claims to deny in error.	9/7/2023	21-Professional Medical Group	9/22/2023	Re-adjudication and manual adjustment completed on 10/24/2023.	COMPLETE

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