

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report

Updated: March 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 |
|--|--------------------------------|---|--------------------------|---|-----------------|
| #114 CONFIRMED CPSE - Aetna discovered it was paying non-participating laboratory claims without authorizations and will be recouping those inappropriately paid claims. | 2/22/2023 | 79-Independent Diagnostic Testing Facility 80-Independent Laboratory | 2/24/2023 | Re-adjudication pending and scheduled to be completed on 5/15/2023 with manual adjustment following a completed re-adjudication. Aetna Better Health of Ohio will be seeking recoupment on applicable claims. | FIX IS COMPLETE |
| #115 SUSPECTED CPSE - E&M code place of service descriptions were causing improper denial | 1/1/2023 | 21-Professional Medical Group | Pending | Re-adjudication pending and scheduled to be completed on 6/15/2023 with manual adjustment following a completed re-adjudication. | IN PROGRESS |
| # 116 CONFIRMED CPSE - COB BOT denying SNF claims for no EOB when they are exceptions and should pay primary on Medicaid. | 02/28/23 | 86-Nursing Facility | 3/7/2023 | Re-adjudication pending and scheduled to be completed on 5/15/2023 with manual adjustment following a completed re-adjudication. | FIX IS COMPLETE |