

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
ISSUE #025: Aetna has identified an issue with professional outpatient hospital services ("99" series codes) being denied in error as non-covered. Configuration has been corrected and all claims are being re-processed.	Medicaid	8/30/2023	20-Physician/osteopath, individual; 21-Professional Medical Group; 24-Physician Assistant	9/25/2023	12/21/2023	COMPLETE
ISSUE #027: Aetna has identified issues with "H" series codes (H0006, H0036, H2017 and H2019) denying in error as "provider ineligible to render services" with certain modifier combinations. Configuration has been corrected to rectify modifier rules for "H" codes and all claims are being re-processed.	Medicaid	10/6/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	10/26/2023	1/3/2024	COMPLETE

Updated: 01/10/2024

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ISSUE #028: Aetna has identified an issue with H0036 and H2019 not paying any units in excess of quantity 6 billed. Configuration has been corrected and all affected claims are being re-processed.	Medicaid	10/6/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	11/20/2023	1/13/2024	OPEN
ISSUE #029: Aetna has identified an isolated issue with H2017 and H2019 rendered by RNs/LPNs. Claims went through incorrect pricing logic causing them to go out underpaid. Configuration has been corrected and all affected claims are being re-processed.	Medicaid	10/30/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	11/20/2023	12/28/2023	COMPLETE
ISSUE #030: Aetna has identified an isolated issue related to improper claim line splitting and 835 balancing in order to accommodate certain MUE (max unit edits).	Medicaid	11/27/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	12/3/2023	1/13/2024	OPEN

Updated: 01/10/2024

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ISSUE #031: Aetna has identified an issue with improper execution of new patient payment logic as defined by CMS resulting in claim denials for E&M services. Payment policy logic has been updated to reflect proper definition of new patient. Any applicable claims are in the process of being adjusted.	Medicaid	11/9/2023	21-Professional Medical Group	12/17/2023	1/31/2024	OPEN
ISSUE #032: Aetna has identified an issue with professional inpatient claims denying in error for non-par providers regardless of existence of an authorization. Any applicable claims are in the process of being adjusted.	Medicaid	11/17/2023	21-Professional Medical Group	12/11/2023	1/15/2024	OPEN
ISSUE #033: Aetna has identified a limited issue creating payment amount variances in error for physicians or RNs due to incorrect provider type set-up. Any applicable claims are in the process of being adjusted.	Medicaid	11/21/2023	21-Professional Medical Group	12/8/2023	1/21/2024	OPEN

Updated: 01/10/2024

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ISSUE #034: Aetna has performed a proactive systemic clean-up of any claim errors related to contract configuration, missed authorizations and retro member eligibility. Any applicable claims are in the process of being adjusted.	Medicaid	12/4/2023	21-Professional Medical Group; 84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	12/15/2023	1/31/2024	OPEN
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