

Aetna Better Health of Ohio
Claims Payment Systemic Errors Report

Updated: June 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
#115 CONFIRMED CPSE - E&M code place of service descriptions were causing improper denial	4/1/2023 3/1/2023	21-Professional Medical Group	Estimated for 8/1/2023	Re-adjudication pending and scheduled to be completed on 8/15/2023 with manual adjustment following a completed re-adjudication. New day claims are being manually processed.	IN PROGRESS
#117 CONFIRMED CPSE - Continuous Glucose Montior logic was not updated with the quarterly reference file. Appropriate claims are being denied with certain CPT/modifier combinations.	4/20/2023	76-Durable Medical Equipment Supplier	5/4/2023	Re-adjudication completed on 5/27/2023 with ongoing manual adjustment until completion.	FIX IS COMPLETE

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