

Unique ID and Description of CPSE	Line of Business	Date CPSE Was Confirmed	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 #088: Aetna has identified a limited issue related to diagnosis codes listed on ODMs ICD 10 Groups BH Update document resulting in incorrect claim denials. The issue has been corrected and all affected claims sent for re-processing.	Medicaid	07/02/2026	84-Ohio Department of Mental Health (Community Mental Health); 95-ODADAS Certified/Licensed (SUD) Treatment Program; 21-Professional Medical Group	07/02/2026	09/04/2026	COMPLETE
ISSUE #089: Aetna has identified a limited issue related to outpatient hospital claims within categories 16, 71, and 72 that didn't contain primary diagnosis related to behavioral health resulting in incorrect claim denials. The issue is being corrected, and all affected claims will be re-processed.	Medicaid	07/01/2026	01-Hospital (Outpatient)	07/01/2026	09/18/2026	OPEN

Updated: 09/10/2026

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ISSUE #090: Aetna has identified a limited issue involving max units daily allowance starting 7/1/2026 in error for respite providers billing HCPCS S5150, resulting in claims being underpaid. The issue is being corrected, and all affected claims will be sent for re-processing.	Medicaid	08/07/2026	25-Non-Agency Personal Care Aide; 45-Waivered Services Organization	08/16/2026	09/23/2026	OPEN
ISSUE #091: Aetna has identified a limited issue involving 90791 and 90792 billed by outpatient hospitals denying for maximum benefit limitation in error. The issue has been corrected, and all affected claims will be sent for re-processing.	Medicaid	08/14/2026	01-Hospital (Outpatient)	08/14/2026	09/30/2026	OPEN
ISSUE #092: Aetna has identified a limited issue related to one of the functions in the provider online communication tool, Availity. The reconsideration function for claim payments was impacted resulting in delay of processing provider requests. Functionality has been restored and impacted claim disputes have been sent for re-processing.	Medicaid	08/17/2026	84-Ohio Department of Mental Health (Community Mental Health); 95-ODADAS Certified/Licensed (SUD) Treatment Program; 21-Professional Medical Group; 01-(IP&OP)	08/17/2026	09/28/2026	OPEN

Updated: 09/10/2026

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ISSUE #093: Aetna has identified a limited issue impacting claims billed with Place of Service (POS) codes 21 and 51. Due to incorrect processing logic, some claims denied in error despite having valid authorizations on file. The issue has been corrected, and all affected claims have been sent for re-processing.	Medicaid	09/02/2026	01-Hospital (Inpatient)	09/02/2026	10/09/2026	OPEN
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