



January 13th, 2025

## **Aetna Better Health of Ohio**

### **Provider Notification: Frequency Billing Reminder for Provider billing for authorized services**

Dear Valued MyCare of Ohio Provider,

To ensure accurate payment for authorized services, providers must submit claims based on authorization frequency. Please note, if the authorization is for weekly services, the claim must be submitted based on the work week beginning Sunday and ending the following Saturday (Sunday through Saturday week). Authorization with a monthly frequency can be billed by the month.

Please see below examples of correct claims submission, matching the frequency in auth.

#### **Weekly Authorization**

Member J. Doe – Authorization 14 units weekly for TXXX services.

**Correct Claim Submission** for a month would look like:

1. Sun 1/1/2XXX – Sat 1/7/2XXXX = 14 units TXXX.
2. Sun 1/8/2XXX – Sat 1/14/2XXXX = 14 units TXXX
3. Sun 1/15/2XXX – Sat 1/21/2XXX = 14 units TXXX
4. Sun 1/22/2XXX – Sat 1/28/2XXX = 14 units TXXX

**Incorrect Claim Submission** for a month would look like:

1/1/2XXX – 1/28/2XXXX = 56 units TXXX

If the claim is submitted with only one line, the system will read that as only one week, as the frequency on the authorization specifies weekly.

If you have any questions for Aetna Better Health of Ohio regarding this notice, please contact your provider liaison or Provider Services at **1-855-364-0974**.

Thank you for your continued participation in the Aetna Better Health of Ohio network.

Sincerely,  
Aetna Better Health of Ohio  
Provider Experience Department

**Questions?**

If you have general questions about this communication, please contact our **Provider Experience Department**:

**By Phone:** 1-855-364-0974 (TTY: 711)

**By Email:** [COEProviderServices@aetna.com](mailto:COEProviderServices@aetna.com)