Aetna Better Health® of Oklahoma

Aetna Better Health® of Oklahoma
777 NW 63rd Street, Suite 100
Oklahoma City, OK 73116

Aetna Better Health® of Oklahoma

Claims processing update: age restrictions for select therapy service codes

Attention: Physical therapists, occupational therapists, speech-language pathologists, rehabilitation providers, and billing staff

Aetna Better Health identified a claims processing configuration issue that incorrectly allowed certain therapy-related service codes to process for members age 21 and older when billed in non-hospital settings. These codes are covered only for members ages 0 through 20.

The claims processing issue has been corrected. Claims billed for members age 21 and older using the affected codes will no longer process for payment.

Recovery of claims paid in error

As part of routine claims review and payment integrity activities, Aetna Better Health will recover payments made in error for affected claims processed within the past 12 months.

Providers with impacted claims will receive a separate recovery or recoupment letter with details about the claim(s) subject to adjustment.

We've identified an issue impacting therapy revenue codes on outpatient claims resulting in denial, for members 21 and older. We are working to correct the issue and will rework any impacted claims.

Affected service codes

The following service codes are restricted to members ages 0 through 20 in non-hospital settings:

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Questions?

Contact the Provider Engagement team at: **1-844-365-4385** or by email at **ABHOKProviderEngagement@Aetna.com**

Aetna Better Health highlights

Helping providers prepare for significant changes coming January 1, 2027

Maternity billing changes begin January 1

Significant changes to maternity coding and reimbursement take effect January 1, 2027. These updates will require changes to billing workflows, documentation practices, and claims submission processes. Providers who deliver obstetric care should begin preparing now to avoid payment disruptions and ensure accurate reimbursement.

Work requirements are coming: Providers will play a critical role

Beginning January 1, 2027, a new federal law (H.R. 1, the One Big Beautiful Bill Act) requires some SoonerSelect members ages 19-64 to work, go to school or help in their community. These changes could significantly impact patient retention, quality outcomes, and value-based payment incentives tied to member engagement and continuity of care. To access the work requirements screener, visit the OHCA website **here**.