

Aetna Better Health of Ohio  
Claims Payment Systemic Errors Report  
Updated: August 15th, 2025



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
#131: NF Add-on rates paying incorrectly/denying due to configuration	MyCare	3/13/2025	86- Nursing Facility	4/7/2025	Estimated re-adjudication of impacted claims will be completed on 07/31/2025.	Completed
#132: HH contract error. Denying home health claims due inactive contract termed in error.	MyCare	4/24/2025	16 & 60-Home Health Agency	Estimated Timeline 7/1/2025	Estimated re-adjudication of impacted claims will be completed on 09/1/2025.	In progress
#133: NF ventilator claims with rev code 0419 paying fewer units than billed. Claims are paying under Medicare first instead of Medicaid.	MyCare	7/1/2025	86- Nursing Facility	Estimated Timeline 9/15/2025	Estimated re-adjudication of impacted claims will be completed on 10/31/2025.	In progress

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