



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	Number of Claims Impacted
CONFIRMED CPSE- Aetna discovered a configuration issue pertaining to BH providers with multiple specialties. When a claim is received with a rendering provider's secondary specialty, Aetna's claim system is denying the claim for "This provider type/provider specialty may not bill this service" or paying the claim at zero dollars.	11/8/2020	84-Ohio Department of Mental Health (Community Mental Health) Provider	4/16/2021 (CPTs H2019, H2017, H0036, and H0006 were completed). 9/01/2021 (Anticipated fix date for remaining BH codes H0001, H0004, H0005, H0010, H0011, H0012, H0014, H0015, H0038, H0040, H0048, H2012, H2015, H2020, H2034, H2036).	A manual work-around process was put into production on 12/04/2020 to prevent new day claims for being processed incorrectly. Previous effected claims are anticipated to adjudicated by 8/30/2021 .	IN PROCESS	TBD
CONFIRMED CPSE- Aetna discovered a Medicare bypass issue pertaining to claims billed with code G0300 or G0299 for ICDS waiver members. This issue is causing claims to deny or underpay.	12/30/2020	16 & 60-Home Health Agency	4/1/2021	Claims readjudication from 5/13/2021 to 5/18/2021.	COMPLETED	50
CONFIRMED CPSE- Aetna discovered a claims issue where a secondary Medicaid claim was not being generated after Aetna Medicare Primary claim was processed. This affected all provider types for Opt In members.	4/12/2021	00-All provider types	5/10/2021	Secondary claims were generated and adjudicated from 5/13/2021 to 5/28/2021.	COMPLETED	20249
CONFIRMED CPSE - Aetna identified an issue through the Burgess pricing tool that was incorrectly denying RAP claims for not having a secondary diagnosis code listed on the claim.	5/18/2021	16 & 60-Home Health Agency 86-Nursing Facility	5/26/2021	Claims project has been submitted. Claims are anticipated to be processed by 8/31/2021.	FIX IS COMPLETE	687
CONFIRMED CPSE - Aetna discovered that it missed the Copay Per Diem rate update for 2021, causing Inpatient claims to process with the 2020 rate.	5/27/2021	01-Hospital (Inpatient) 02-Psychiatric Hospital	6/14/2021	Claims went through auto adjudication on 7/12/2021 and fallout claims are anticipated to be processed by 7/31/2021.	FIX IS COMPLETE	315

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