

October 23, 2023

Aetna Better Health of Louisiana has recently become aware of a system issue which resulted in the inappropriate denial of certain claims.

The Aetna claims processing system is configured to Louisiana Department of Health billing standards and includes a stipulation that, in most circumstances, rendering providers be distinct from referring and ordering/prescribing providers in most situations. However, there are certain circumstances where these providers can be the same.

Recently, the Aetna system began incorrectly denying all claims in which the rendering provider's NPI was identical to that of the referring or ordering provider regardless of whether or not these claims met an allowed exception.

We are currently in the process of updating our claims processing system to correct this issue and allow for claims that meet an allowed exception to be paid. We expect to have the system appropriately updated in the coming weeks.

If you received a denial for a claim as a result of this issue, your claim will be reprocessed. If your claim met an allowed exception, you will be reimbursed for the services rendered.

Until our system is appropriately updated, all claims receiving a denial for this issue will be manually reviewed. Claims that are inappropriately denied will be recycled within one week of denial. **Providers will not be required to resubmit the claim in question.**

We sincerely apologize for this issue and any stress that it has caused. We thank you for the exceptional care that you give our members and look forward to your continued support as a valued member of the Aetna provider network.

Questions and Support:

For questions or concerns, please contact [LAProvider@AETNA.com](mailto:LAProvider@AETNA.com) or call 1-855-242-0802 and follow the prompts.