

Starting July 2022, Aetna will give prior notice to providers by posting a description online when Aetna discovers a Claim Processing Systemic Error (CPSE). Our intent is to post notice as soon as possible following discovery.

There is a new CPSEs that will be appearing on the September 15th report that Aetna would like to post notice of before the report.

- Aetna discovered that a CMS update was incorrectly configured for codes 99202-99215 billed with the FS modifier must be in place of services 19 or 22. The system began denying all Medicare claims that were not the aforementioned scenario.

As always, do not hesitate to contact your Aetna Better Health of Ohio Provider Relations Representative with any questions or comments. 855-364-0974.

Sincerely,

Provider Services

Aetna Better Health of Ohio