Unique ID and 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
ISSUE #004: Aetna has experienced a slight delay in implementing V40 inpatient rate update effective 10/1/22. As a result, overpayment has occurred with claims gone out the door. The overall inventory was on hold while the update was implemented. V40 was deployed 10/25/22.	10/17/2022	01-Hospital (Inpatient)	10/25/2022	12/9/2022	COMPLETE
ISSUE #003: Aetna has identified an underpayment issue for HCPCS H2000 In connection with provider specialty 371. The estimated underpayment per occurrence is $11.07. Current configuration efforts are in process to prevent future underpayments and correct previous underpayments. The issue ended up only involving two "pay to groups."	10/27/2022	84-Ohio Department of Mental Health (Community Mental Health) Provider	11/9/2022	1/4/2023	COMPLETE

ISSUE #005 (Potential): Aetna has identified a potential underpayment issue related to independent provider reimbursement. Combination of modifiers such as HN/HO was not correctly configured causing rate reduction in some cases.	11/21/2022	21- Professional Medical Group	1/4/2023	1/31/2023	OPEN
ISSUE #007: Aetna has identified a denial reason issue related to H0005 and/or H0006: MUEs on multiple dates being present on the same claim. Claims currently going through manual processing until fix goes into production.	11/21/2022	84-Ohio Department of Mental Health (Community Mental Health) Provider	1/8/2023	1/31/2023	OPEN
ISSUE #006: Aetna has identified a benefit accumulator issue related to HCPCS H2015. H2015 doesn't require authorization within 180 days, yet some denials occurred in error.	11/29/2022	84-Ohio Department of Mental Health (Community Mental Health) Provider	12/19/2022	1/6/2023	OPEN

Updated: 1/5/2023
Revised: 1/11/2023 to list issues by date CPSE was first identified
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ISSUE #008 (Potential): Aetna has identified a potential issue related to H0015 denying for authorization in error in certain cases.	11/30/2022	84-Ohio Department of Mental Health (Community Mental Health) Provider	12/19/2022	1/6/2023	OPEN
ISSUE #010 (Potential): Aetna has revised its payment policy related to modifier combinations for paraprofessionals that are dually trained. Providers have experienced denials due to incorrect modifier requirement policy. Example includes: QMHS/QMHS 3+.	12/9/2022	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	1/16/2023	1/31/2023	OPEN
ISSUE #009 (Potential): Aetna has identified a potential issue related to incorrect denials due to lack of authorization for FQHC/RHCs (out of network).	12/12/2022	12-Federally Qualified Health Center, 05-Rural Health Clinic	1/5/2023	1/31/2023	OPEN

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