



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). 10/15/2021 Fix date for remaining BH codes H0001, H0004, H0005, H0010, H0011, H0012, H0014, H0015, H0038, H0040, H0048, H2012, H2015, H2020, H2034, H2036).	Re-adjudication occurred on 12/21/2021-2/25/2022, 1/25/2022-2/12/2022, 2/12/2022, and 6/29/2021-2/25/2022. Claims project was delayed due to reported issue listed on Row 3.	COMPLETE	7808
CONFIRMED CPSE - Additional variations of certain specialty types (i.e. QMHS Masters/Bachelors/High School, and MD/DO) weren't added to Medicaid payment methodology causing Medicare-covered BH E/M codes crossing over to Medicaid not to match the Medicaid allowable set by BH fee schedule.	8/25/2021	84-Ohio Department of Mental Health (Community Mental Health) Provider	9/28/2021	Claims readjudication started on 1/15/2022. Anticipated completion date 4/30/2022.	FIX IS COMPLETE	3033
CONFIRMED CPSE - Additional variations of certain specialty types (QMHS Masters, QMHS Bachelors, QMHS High School, and MD/DO) were not included in our pricing methodology for codes H0006, H2017, H2019 and H0036. As a result claims are denying or paying zero dollars.	8/25/2021	84-Ohio Department of Mental Health (Community Mental Health) Provider	3/1/2022	Claims are anticipated to be readjudicated by 4/30/2022.	FIX IS COMPLETE	18239
CONFIRMED CPSE - Some member's Medicaid claims are not being generated after the primary Medicare claim has been processed. This has been attributed to an enrollment configuration error.	9/7/2021	00-All provider types	4/30/2022	Claims anticipated to be readjudicated by 6/15/2022.	IN PROCESS	TBD
CONFIRMED CPSE - HCBS waiver rate increases which went into effect on 11/01/2021 are delayed from being loaded causing claims to be processed at the old rate.	11/1/2021	45-Waivered Services Organization 55-Waivered Services Individual 38-Private Duty Non-Agency RN or LPN 16 & 60-Home Health Agency 26-Non-Agency Home Care Attendant 25-Non-Agency Personal Care Aide	12/1/2021	Claims readjudication started on 12/2/2021. Anticipated completion date 4/30/2022.	FIX IS COMPLETE	519
CONFIRMED CPSE - Aetna discovered that psychotherapy claims (90785 - 90837) are incorrectly being denied with a remittance message The procedure code is inconsistent with the modifier used.	12/6/2021	84-Ohio Department of Mental Health (Community Mental Health) Provider	4/1/2022	Claims are anticipated to be readjudicated by 04/30/2022.	IN PROCESS	TBD
CONFIRMED CPSE - Aetna recently identified that the Assisted Living per diem rate that went into effect on 11/01/2021 is delayed from being in production, which is causing claims to pay at the old rate.	1/12/2022	45-Waivered Services Organization	2/7/2022	Claims are anticipated to be readjudicated by 4/30/2022.	FIX IS COMPLETE	1128

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