



March 16, 2023

Aetna Better Health® of Illinois

Telehealth claims denials from local public health clinics

Aetna Better Health® of Illinois has been incorrectly denying telehealth claims received after March 14, 2022, billed by local public health clinics (provider types 51 and 52).

Front End Denial Description

- 16 - CLAIM/SERVICE LACKS INFORMATION OR HAS SUBMISSION/BILLING ERROR(S)

These denials are affecting telehealth claims billed with a place of service (POS) of 10 and modifier of 93. Our system configuration is currently being updated to properly adjudicate claims billed with POS of 10 and modifier of 93.

Claims that were denied in error will be captured in an upcoming global claims project. In the interim, all claims billed with a POS of 10 (telehealth provided in patient's home) and modifier 93 (audio modality only) by provider types 51 and 52 will be reviewed manually. This manual review will consist of an override of any erroneous denial edits, allowing proper adjudication of telehealth claims going forward.

If you have any additional questions, please contact your assigned Provider Relations representative or email Provider Relations directly at [**ABHILProviderRelations@Aetna.com**](mailto:ABHILProviderRelations@Aetna.com).

We apologize for the inconvenience and appreciate your patience as we resolve this matter.