



FAX

To: All Aetna Better Health of Louisiana FQHC/RHC
Providers
Date: April 30, 2020

Aetna Better Health of Louisiana has observed a sampling of FQHC/RHC claims with billing errors that may result in \$0 payments if not corrected. For FQHC's/RHC's the encounter code of T1015 (physical health) or H2020 (behavioral health) is expected to be the first line of a claim. Without the encounter code on the first line of the claim the Aetna claims system may generate a \$0 payment. Additional information can be found in the Federally Qualified Health Centers Provider Manual, chapter 22 of the Medicaid Services Manual at <https://www.lamedicaid.com/provweb1/Providermanuals/manuals/FQHC/FQHC.pdf>.

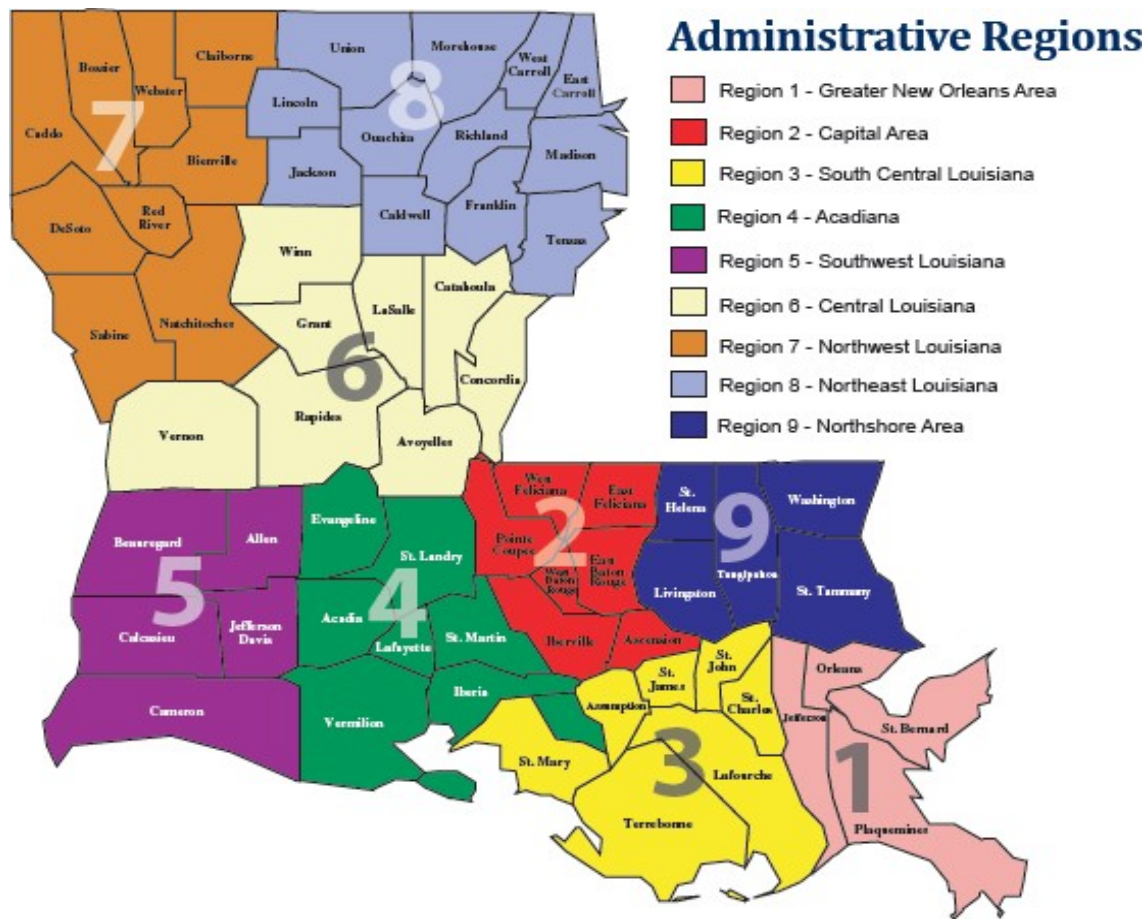
If this error applies to your recently submitted claims we are asking that those claims be re-submitted as a corrected claim with the encounter code for payment.

If you have questions regarding your impacted claims or if you are not sure that this notice applies to you please contact your EPRL or you can contact Aetna Better Health of Louisiana Provider Relations by calling 1-855-242-0802, and following the prompts.

Thank you,
Aetna Better Health® of Louisiana

Program Service Area

Region	Provider Relations Liaison and Email Address	Phone number
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For more information please call the Provider Relations Liaison for your region