

# Update on Claims Denial for Coordination of Benefits (COB) Information



Aetna Better Health® of Oklahoma

**Date:** June 6, 2025

**To:** Aetna Better Health® of Oklahoma BH provider partners

**From:** Aetna Better Health provider experience

Dear network providers,

We want to address recent concerns regarding claims denials related to Coordination of Benefits (COB) information. We have identified that some claims were denied in error for Behavioral Health provider types due to Third Party Liability (TPL) issues.

## Here are the steps we are taking to resolve this:

1. **Error Identification:** We have identified claims that were denied in error for missing COB information.
2. **Solution Implementation:** We have implemented a solution to pend and not deny new claims while we address this issue.
3. **Reprocessing Prior Claims:** Any prior claims that were denied in error for missing COB information will be reprocessed by us. Please allow 30-45 days for these historical claims denials to be reprocessed.

We appreciate your patience and understanding as we work to resolve this matter. If you have any questions or need further assistance, please do not hesitate to contact our provider relations team at [ABHOKProviderRelations@aetna.com](mailto:ABHOKProviderRelations@aetna.com)

Thank you for your continued partnership.

Sincerely,  
Aetna Better Health

## Connect with the provider experience team

Toll Free: **1-844-365-4385**

[ABHOKProvider](mailto:ABHOKProviderEngagement@aetna.com)

[Engagement@aetna.com](mailto:Engagement@aetna.com)

This provider update has been sent to:

Provider type(s) -

- ☒ BH providers
- ☒ Specialist providers  
(CCBHC)

Line of business:

- ☒ SoonerSelect

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