



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: December 15, 2020

Listed below are current Claims Payment Systemic Errors (CPSE). The issues are reported in descending order with the most recently identified issue listed first. This log is updated at least every 30 days. Buckeye Health Plan encourages you to review this log often and prior to contacting Buckeye Health Plan Provider Contact Center. A list of resolved issues is also available at the end of this list. If you still have questions, please call 866-296-8731 to speak to a Buckeye Health Plan Provider Claims Assistance Representative.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Potential issue 173: Certain psych assessment codes are denying for invalid diagnosis in error on mixed service hospital OP facility claims.	12/9/2020	New	01-Outpatient Hospital	This issue is being researched. If needed, we estimate a system fix completion date of 01/22/20.	Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate adjustments to be completed between 01/31/21 - 03/20/21.
Potential Issue 172: MyCare Medicare physician claims for nursing facility members are denying for missing or invalid admission date in error.	12/8/2020	New	20-Physician/osteopath, individual 42-Psychologist, Individual 24-Physician Assistant 72-Nurse Practitioner Individual	This issue is being researched. If needed, we estimate a system fix completion date of 01/20/20.	Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate adjustments to be completed between 2/20/21-3/20/21.
Issue 171: CIA-2817. Recent update to modifier 25 process inadvertently caused unbundling denials in error.	11/20/2020	New	21-Professional Medical Group 50-Clinic 72-Nurse Practitioner Individual 24-Physician Assistant 01-Inpatient Hospital 01-Outpatient Hospital 20-Physician/osteopath, individual	System fix completed on 12/04/2020.	We estimate adjustments to be completed between 01/20/21 - 02/20/21.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Potential issue 170: CIA-2851. MyCare Medicare exempt services are denying under Medicaid in error.	12/8/2020	New	86-Nursing Facility 55-Waivered Services Individual 45-Waivered Services Organization	This issue is being researched. If needed, we estimate a system fix completion date of 01/20/20.	Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate adjustments to be completed between 02/20/21 - 03/20/21.
Issue 169: CIA-2859. Claims for inpatient stays are denying for no authorization in error when outpatient services were performed within 72 hours prior to admission.	12/2/2020	New	01-Inpatient Hospital	System fix is in process with estimated completion date of 01/20/20.	We estimate adjustments to be completed between 01/20/21 - 02/20/21.
Potential issue 168: CIA-2850. DME claims are denying for being a deleted code in error.	12/2/2020	New	76-Durable Medical Equipment Supplier	This issue is being researched. If needed, we estimate a system fix completion date of 01/20/20.	Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate adjustments to be completed between 02/20/21 - 03/20/21.
Issue 167: CIA-2642. Telehealth Services in place of service code 02 are paying in error for dates of service after 11/15/2020.	11/25/2020	New	21-Professional Medical Group 20-Physician/osteopath, individual	System fix is in process with estimated completion date of 01/20/20.	Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate adjustments to be completed between 02/20/21 - 03/20/21.
Issue 166: Behavioral Health inpatient claims for a small group of Hospitals are underpaying in error for claims received after 09/15/2020.	11/16/2020	New	01-Inpatient Hospital	System fix completed on 11/23/2020.	We estimate adjustments to be completed between 01/23/21 - 02/23/21.
Issue 165: CIA-2759. Claims billed with CPT 90651 are incorrectly denying for members aged 27-46.	11/16/2020	New	01-Outpatient Hospital 12-Federally Qualified Health Center 20-Physician/Osteopath, Individual 21-Professional Medical Group 50-Clinic	System fix completed on 11/19/2020.	We estimate adjustments to be completed between 01/19/21 - 02/19/21.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 164: CIA-2690: Medicaid Dialysis claims billing for revenue codes 821 841, 851, 881 without accompanying procedure codes are paying in error.	10/8/2020	Ongoing Remediation	59-End-Stage Renal Disease (Dialysis) Clinic	Upon further review, it was determined an additional correction was needed. We estimate the additional fix to be complete by 01/15/2021.	Due to the additional fix in process and the required notification period for recoveries, we estimate adjustments to be completed between 03/20/21 - 04/20/21.
Issue 163: CIA-2543. Claims billed with CPT S9445 and S9446 are denying in error.	10/5/2020	Ongoing Remediation	01-Outpatient Hospital	System fix was completed on 11/23/2020.	Claim adjustments are in process with estimated completion date between 01/15/21 - 02/20/21.
Issue 162: CIA-2677. DME claims billed for K0017, E2224, E2226, and E2378 are denying as non-covered in error.	9/30/2020	Ongoing Remediation	76-Durable Medical Equipment Supplier	Additional time is required for the configuration of the system fix. We estimate the fix to be completed by 12/31/2020.	Due to the additional time required for the system fix, we estimate claim adjustments to be completed between 01/20/21 - 02/20/21.
Issue 161: CIA-2670. Claims billing for CPT 99213 with SA TH modifier are underpaying in error.	9/29/2020	Ongoing Remediation	21-Professional Medical Group	System fix is currently being validated. It is estimated to be completed by 12/20/20.	Claim adjustments are estimated to be complete between 01/20/21 - 02/20/21.
Issue 154: MyCare Medicaid DME Claims billed in location code 32 are incorrectly processing.	9/11/2020	Ongoing Remediation	76-Durable Medical Equipment Supplier	Due to the complexity of the issue, the system fix is estimated to be complete by 01/20/21. There was a manual fix put into place on 12/08/2020.	We estimate adjustments to be completed between 01/20/21 - 02/20/21.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 145: CIA 2565. The Optum inpatient and outpatient 7/1/2020 weights and rates were not provided timely by Optum for implementation.	7/29/2020	Ongoing Remediation	01- Inpatient and Outpatient Hospitals	Outpatient system fix completed on an 8/7/20 and Inpatient system fix completed on 08/25/20.	Claim adjustments were partially completed between 11/17/20 - 11/24/20 and 12/04/20 - 12/10/20. Additional payment adjustments are expected to be complete between 12/15/20 - 01/20/21. We anticipate overpayment adjustments to be completed between 01/20/21 - 3/20/21.
Issue 136: CIA 2531. Physical therapy PT Service are underpaying in error.	7/23/2020	Ongoing Remediation	21-Professional Medical Group 50-Clinic	System fix completed on 08/17/2020.	Claim adjustments were partially completed between: 10/30/2020 - 11/03/2020 11/05/2020- 11/11/2020 11/17/2020 - 11/20/2020 11/24/2020 - 11/27/2020 12/04/2020 - 12/10/2020 Remaining adjustments are expected to be completed between 12/15/20 - 01/20/21.
Issue 109: CIA-2210. Select services which are excluded from Medicare coverage are not processing correctly under Medicaid as primary.	1/23/2020	Ongoing Remediation	12-Federally Qualified Health Center 21-Professional Medical Group 50-Clinic 82-Ambulance	System fix completed on 07/24/20.	The majority of claim adjustments were completed between: 06/16/2020 -06/26/2020 07/15/2020 - 07/17/2020 11/15/2020 - 12/20/2020 11/24/2020 - 11/27/2020 12/03/2020 - 12/08/2020 The remaining fallout claim adjustments are expected to be completed between 12/15/20 - 12/31/20.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
<p>Issue 105: CIA-2195. Definitive urine drug screening codes are not consistently applying benefit limits which is causing both under and overpayments.</p>	<p>1/15/2020</p>	<p>Ongoing Remediation</p>	<p>21-Professional Medical Group 80-Independent Laboratory</p>	<p>System fix completed 03/24/20.</p>	<p>Claim adjustments were partially completed on 10/30/2020 and between:</p> <p style="text-align: center;">11/20/2020 - 11/27/2020 11/30/2020 - 12/04/2020 12/08/2020 - 12/10/2020</p> <p>Remaining payment claim adjustments are estimated to be complete between 12/15/20 - 12/31/20. We anticipate overpayment adjustments to be completed between 01/20/21- 3/20/21.</p>
<p>Issue 84: CIA-790. HCI maximum unit allowance for hydration services (96360 and 96361) causing incorrect payments for EAPG claims.</p>	<p>6/18/2019</p>	<p>Ongoing Remediation</p>	<p>01-Outpatient Hospital</p>	<p>System fix completed 10/10/2019.</p>	<p>Initial adjustments were completed between:</p> <p style="text-align: center;">04/21/2020 - 04/24/2020 04/28/2020 -05/01/2020 05/14/2020 - 05/21/2020</p> <p>Remaining claim adjustments were partially completed between:</p> <p style="text-align: center;">10/06/2020 - 10/07/2020 10/15/2020 - 10/16/2020 11/24/2020 - 11/30/2020 12/08/2020 - 12/10/2020</p> <p>Remaining adjustment are estimated to be completed between 12/15/20 and 12/31/20.</p>

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 44: CIA-1843. Claims for Revenue code 637 incorrectly denying for invalid NDC.	7/3/2019	Ongoing Remediation	50-Clinic 01-Outpatient Hospital	System fix completed on 09/11/2020. Manual work around in place of 07/10/20.	Initial round of adjustments contained 5 projects. The paid date ranges for these projects are listed below: 11/26/19-12/02/19 12/04/19-12/09/19 03/09/20-03/16/20 03/20/20-03/23/20 03/25/20-03/31/20 Claim adjustments were partially completed between 11/16/20 - 11/24/20 and 12/02/20 - 12/04/20. The remaining adjustments are estimated to be complete between 12/15/20 - 12/31/20.
Potential Issue 160: CIA-2646. MyCare Medicaid Nursing Facility claims billing revenue code 220 are denying for needing primary insurance EOP in error. Upon further review, this was determined not to be a CPSE.	9/18/2020	Resolved	86-Nursing Facility	This was determined to be provider billing error.	NA
Issue 159: Behavioral Health Claims billing for T1002 and T1003 are denying for missing or invalid modifier in error when modifier GT is billed.	9/18/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 10/01/2020.	Claim adjustments were completed between 10/27/20 - 11/03/20.
Issue 158: Behavioral Health Claims billing for H2019 and H2017 with GT modifier are denying in error.	9/18/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 10/27/2020.	Claim adjustments were completed between 11/23/20 - 11/30/20 and 12/06/20 - 12/08/20.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
<p>Potential Issue 157: Claims billed with for CPT codes 95810 and 95811 are denying for missing or invalid modifier in error.</p> <p>Upon further review, this was determined not to be a CPSE.</p>	9/18/2020	Resolved	79-Independent Diagnostic Testing Facility	This was determined to be provider billing error.	NA
<p>Potential Issue 156: Outpatient Hospital multi-day claims for CPT codes 96366 and 96367 are denying in error as add-on when primary code is billed.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	9/18/2020	Resolved	01-Outpatient Hospital	This was determined to be provider billing error.	NA
<p>Potential Issue 155: MyCare Hospital Outpatient Claims for infusion and injections services are inappropriately bundling or applying NCCI edits.</p> <p>Upon further review, this was determined not to be a CPSE.</p>	9/18/2020	Resolved	01-Outpatient Hospital	This was determined to be provider billing error.	NA
<p>Issue 153: MyCare Behavioral Health claims for CPT 99441-99444 processes under Medicaid as primary in error.</p>	9/10/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 09/16/20.	Claim adjustments were completed between 10/16/20- 10/18/20.
<p>Issue 152: CIA – 2617. MyCare Medicaid claims are applying incorrect coordination of benefits and denying in error.</p> <p>After further review, this was determined to not be a CPSE issue.</p>	8/31/2020	Resolved	76-Durable Medical Equipment Supplier	This was determined to be provider billing error.	NA

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 151: CIA-2612. Claims which billed wheelchair DME codes are denying for missing or invalid modifier in error.	8/26/2020	Resolved	76-Durable Medical Equipment Supplier	System fix completed on 10/27/20.	Claim adjustments were completed between 11/26/20 - 12/04/20.
Issue 150: CIA-2599. Claims for waiver services are denying EX48 for non-covered in error.	8/17/2020	Resolved	55-Waivered Services Individual 45-Waivered Services Organization	System fix completed on 08/28/2020. There is a manual work around in place as of 08/25/2020.	Claim adjustments were completed between 09/18/20 - 09/25/20.
Potential issue 149: MyCare Behavioral Health Claims which bill 90791 incorrectly paid as primary under both Medicare and Medicaid. After further review, this was determined to not be a CPSE issue.	9/11/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program 20-Physician/osteopath, individual	This was determined to be provider billing error.	NA
Issue 148: Ostomy supplies for MyCare Medicare claims are incorrectly denying for NDC. After further review, this was determined to not be a CPSE issue.	8/21/2020	Resolved	76-Durable Medical Equipment Supplier	This was determined to be provider billing error.	NA
Issue 147: H0048 is denying for no authorization in error when T1002 or T1003 is billed on same date.	8/19/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 08/27/2020.	Claim adjustments were completed between 10/20/20 - 10/27/20.
Issue 146: A manual edit was temporarily applied and captured additional claims in error causing \$0 payment on dental claims.	8/14/2020	Resolved	30-Dentist, Individual	This was a manual edit which was removed on 08/14/2020.	Impacted claims were adjusted on 08/18/2020.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
<p>Potential Issue 144: Lab code U0004 denying for missing or invalid NDC.</p> <p>Upon further review, this was determined not to be a CPSE Issue.</p>	8/13/2020	Resolved	NA	Claim adjustments are expected to be complete between 11/01/20 - 11/30/20.	Upon further review, the denials were determined to be valid and due to provider billing error. This was determined not to be a CPSE as NDCs are required by CMS to be billed with CPT U0004. However, as a courtesy to our providers during this emergency period, we will removing the NDC requirement and adjusting claims. This will be removed from the November submission.
<p>Issue 143: Radiology and imaging services which were originally denied were appealed and overturned, but impacted claim was not adjusted.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	7/17/2020	Resolved	01-Inpatient and Outpatient Hospitals 86-Nursing Facility 21-Professional Medical Group	Issue was determined to be a manual processing error, system fix was not required. Corrective action was completed on 10/08/2020.	Upon further review, it was determined that less than 5 providers were impacted by this issue. The impacted claims (for less than 5 providers) will be adjusted between 11/20/20 - 12/20/20.
<p>Issue 142: CIA-2514. Procedure code J7318 is incorrectly denying.</p>	7/16/2020	Resolved	21-Professional Medical Group	System fix completed on 08/06/2020.	Claim adjustments were completed between 08/26/20 - 08/28/20.
<p>Issue 141: CPT G2025 billed in FQHC/RHC places of service are incorrectly pricing on Dual Medicare claims.</p> <p>Upon further review, this was determined not to be a CPSE Issue.</p>	7/31/2020	Resolved	12-Federally Qualified Health Center 05-Rural Health Clinic	This was determined to be provider billing error.	NA

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 140: Radiology and imaging authorization denials in error during COVID authorization denial period.	7/23/2020	Resolved	25-Non-Agency Personal Care Aide	Issue was determined to be a manual processing error, system fix was not required. Corrective action was completed on 10/08/2020.	Claim adjustment projects are complete with adjustment dates between: 10/20/20 - 10/27/20 10/30/20 - 11/04/20 11/06/20 - 11/11/20.
Issue 139: CPT codes 96150-96153 denying for invalid diagnosis code in error. After further analysis, this was determined not to be a CPSE issue.	7/26/2020	Resolved	NA	NA	NA
Issue 138: CPT T1019 denying as duplicate in error when multiple providers bill for the initial visit on the same day of service. After further analysis, this was determined not to be a CPSE issue.	7/21/2020	Resolved	25-Non-Agency Personal Care Aide	NA	During the analysis of the issue, it was determined only one provider was impacted. The impacted claim will be submitted for adjustment.
Issue 137: CIA-2409. CPT Codes 87635 and U0002 are incorrectly being denied.	7/24/2020	Resolved	01-Outpatient Hospital 21-Professional Medical Group 50-Clinic 80-Independent Laboratory	System fix completed on 12/10/2020.	Claim adjustment project is complete with adjustment dates between: 09/18/20 - 09/24/20 and 09/30/20 - 10/07/20.
Issue 135: CIA-2522. Services which should have applied global processing were paid in error.	7/23/2020	Resolved	21-Professional Medical Group	System fix completed on 07/29/2020.	Claim recovery adjustments are were completed on 12/07/2020.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 134: CIA-2511. Bed hold claims for Medicaid Members are denying as non-covered.	7/22/2020	Resolved	86-Nursing Facility	System fix completed on 07/23/2020.	Batch processing adjustments were completed between 08/31/20 - 09/03/20. Remaining claim adjustments were completed between: 09/19/20 - 09/23/20 09/29/20 - 09/30/20 10/05/20 - 10/06/20.
Issue 133: CIA-2415. Incorrect denials for codes 90951, 90952, 90953, 90954, 90955, 90956, 90957, 90958, 90959, 90960, 90961, 90962, 90963, 90964, 90965, 90966, 90967, 90968, and 90969.	6/16/2020	Resolved	21-Professional Medical Group	System fix completed 06/25/2020.	Claim adjustments have partially been completed between 07/15/20 - 07/20/20. Remaining claim adjustments were completed between 08/21/20 - 08/22/20.
Issue 132: Outpatient Authorizations for radiology and imaging services were not correctly applied to claims causing them to deny in error.	6/24/2020	Resolved	01-Hospital Outpatient	Issue was determined to be a manual processing error, system fix was not required. Corrective action was completed on 10/08/2020.	Claim adjustment projects are complete with adjustment dates between: 10/20/20 - 10/27/20 10/30/20 - 11/04/20 11/06/20 - 11/11/20
Issue 131: CIA-2457. EAPG HCPCS G0296 incorrectly denying on outpatient claims.	6/17/2020	Resolved	01-Hospital Outpatient	System fix completed on 07/17/2020.	Claim adjustments have been partially completed between: 08/18/20- 08/25/20 and 09/08/20 - 09/11/20. Remaining claim adjustments were completed between 09/18/20 - 09/23/20 and 10/06/20 - 10/07/20.
Issue 130: CIA-2473. Medical claims were set to EX92 pay but the claim paid zero dollars.	6/16/2020	Resolved	01-Outpatient and Inpatient Hospital 12-Federally Qualified Health Center 21-Professional Medical Group 80-Independent Laboratory 82-Ambulance 86-Nursing Facility	System fix completed on 10/20/2020.	Upon review of impacted claims, there would be no change in payment on the claims if they were adjusted. We have opted to not adjust claims.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 129: Behavioral Health outpatient claims incorrectly processed according to Optum EAPG Version 3.14 update to Optum EAPG Version 3.14 update.	6/16/2020	Resolved	01-Outpatient Hospital	System fix completed on 09/16/2020.	Claim adjustments were completed between: 11/16/20 - 11/19/20 11/23/20 - 11/25/20 12/04/20 - 12/07/20.
Issue 128: Incorrect provider class assigned to a portion of 84/95 provider types causing claims to underpay or deny in error.	6/1/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 06/16/2020.	Claim adjustment project is complete with adjustment dates between: 06/29/20 - 07/06/20 07/15/20 - 07/23/20 08/05/20 - 08/10/20.
Issue 127: Behavioral Health telehealth claims denying or underpaying in error.	5/18/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 06/19/2020.	Batch processing completed between 07/23/20- 08/03/20. Fallout claims are partially completed between 08/05/20- 08/10/20. Remaining fallout claims were adjusted between 08/21/20 - 09/10/20.
Issue 126: Behavioral Health Claims billed with multiple units of CPT H0004 & H0005 are partially denying EX35.	5/18/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 06/05/2020.	Claim adjustment project is complete with adjustment dates between: 06/25/20 - 06/30/20 07/17/20 - 07/25/20 07/27/20 - 08/04/20.
Issue 125: CIA-2325/2374. Non-DRG Inpatient claims are incorrectly priced based upon discharge date. Upon further review, it was determined less than five providers were impacted and this is not a CPSE issue.	4/21/2020	Resolved	01-Inpatient Hospital	System fix completed on 07/10/2020.	Claims adjustment project will be submitted with an estimated adjustment date range between 09/15/20 - 10/15/20.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 124: CIA-2405. RHC claims are incorrectly paying when billed on institutional form type.	5/11/2020	Resolved	05-Rural Health Clinic	System fix completed on 06/02/20.	Recoupment project is partially complete with adjustment dates occurring between 09/09/20 - 09/11/20. Remaining claim adjustments were completed on 09/23/2020.
Issue 123: CIA-2382. EAPG version 3.14 is incorrectly pricing claims with a diagnosis code for lower extremities.	4/29/2020	Resolved	01-Outpatient Hospital	Optum is applying the EAPG configuration update in Jan 2021. Manual work around in place for current claims as of 06/16/20. Claim adjustments are in process with estimated adjustment dates of 10/01/20-10/31/20.	Per ODM guidance, this issue will be removed from CPSE in our October submission.
Issue 122: CIA-2356. Transportation services are paying incorrect rates for 2020 dates of service.	4/15/2020	Resolved	82-Ambulance	Fix was completed on 04/17/2020.	Batch processing was completed between 07/17/20-07/20/20. Fallout claims are partially completed between 08/05/20-08/10/20. Remaining fallout claims have been adjusted between 08/18/20 and 08/28/20.
Issue 120: Some claims with code H0011 are denying erroneously for a limit exceeded.	3/9/2020	Resolved	95-ODADAS Certified/Licensed (SUD) Treatment Program	05/15/20 Update: System fix completed on 04/21/20.	Claim adjustment projects are complete. Payment date ranges: 05/16/20-05/18/20 05/22/20-05/28/20 06/20/20-06/26/20.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 117: CIA-2263. Procedure Code K0108 is incorrectly denying due to an HCI edit.	2/21/2020	Resolved	76-Durable Medical Equipment Supplier	System fix completed on 08/04/20.	Claim adjustment project is completed. Claims were adjusted between: 08/18/20 - 08/21/20 08/25/20 - 09/02/20 09/09/20 - 09/11/20.
Issue 116: CIA-2264. When observation code G0378/762 hours billed are over 24 and the claim involves 2 or 3 dates of service, claim denies services incorrectly.	2/19/2020	Resolved	01-Outpatient Hospital	System fix completed on 03/16/20.	Claim adjustment project is completed. Claims were adjusted between: 05/18/20 - 05/20/20 05/25/20 - 05/27/20 06/01/20 - 06/03/20 07/21/20 - 07/22/20.
Issue 115: CIA-2254. Procedure code 93656 is incorrectly denied for missing modifier.	2/18/2020	Resolved	21-Professional Medical Group	System fix completed on 05/28/2020.	Impacted claims were adjusted between 06/17/20 - 06/23/20.
Issue 108: CIA-2250. Dialysis claims with bill type 721 are paying incorrectly.	1/22/2020	Resolved	59-End-Stage Renal Disease (Dialysis) Clinic	System fix completed on 07/31/2020. Manual work-around has been in place since 06/15/2020.	Initial adjustment projects were completed with payment dates 04/19/20-04/25/20 and 05/14/20-05/20/20. Final claim adjustments were completed on 11/11/20 and between 11/19/20 - 11/25/2020.
Issue 107: CIA-2206. E&M claims incorrectly paying during global surgery payment periods. After further review, this was determined not to be a CPSE issue.	1/21/2020	Resolved	01-Outpatient Hospital 12-Federally Qualified Health Center 21-Professional Medical Group 50-Clinic	N/A	After extensive analysis and review, this was determined not to be a CPSE issue due to finding that these claims did process as intended and were separately payable or did not meet the criteria for inclusion in the global processing period. There will be no configuration and claims identified for possible adjustments will not require adjusting.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 85: SNF Claims for dates of service 10/17/19 and after underpaid or overpaid and did not pay the updated rate per ODM effective for split claims billed after 10/17/19.	10/30/2019	Resolved	86-Nursing Facility	No configuration fix necessary. This was a manual processing procedural error.	Claim adjustment project is completed. Claims were adjusted between: 12/17/2019 - 12/18/2019 01/10/2020 - 01/13/2020 03/25/2020 - 03/30/2020 04/21/2020 - 04/24/2020 05/01/2020 - 05/06/2020 10/15/2020 - 10/17/2020 11/24/2020 - 12/09/2020.
Issue 82: Dialysis claims for J0606 and J0604 failing to pay coinsurance and deductible.	11/22/2019	Resolved	59-End-Stage Renal Disease (Dialysis) Clinic	Analysis has determined that this error was due to a manual processing issue. Coaching and feedback has been provided as of 3/10/2020.	Initial project submitted for issue has been resolved with payment dates of 04/23/20-04/29/20. Final claim adjustments were completed on 11/11/20 and between 11/19/20 - 11/25/2020.
Issue 81: Reference Number: CIA-1862. SNFs incorrectly receiving room & board payments when Hospice providers already received payment under procedure code T2046.	11/5/2019	Resolved	86-Nursing Facility	No configuration fix necessary. This was a manual processing procedural error.	Final claim adjustments were completed between 10/27/20 - 11/03/20.
Issue 75: Skilled Nursing Rates. Claims for dates of service 07/18/19 underpaid and did not pay the updated rate per ODM effective for split claims billed after 07/18/19. Per ODM, claims for July 2019 were to be split into multiple lines and not to overlap date of service 07/18/19. Claims required adjustment for correct pricing. Updated 07/18/19 rates have already been loaded, but impacted claims still need to be submitted on project.	10/30/2019	Resolved	86-Nursing Facility	The configuration fix was completed by 12/30/2019.	Projects submitted for this issue have been completed with payment date ranges below: 12/17/2019-12/18/2019 01/10/2020- 01/13/2020 03/25/2020- 03/30/2020 04/21/2020-04/24/2020 05/01/2020-05/06/2020 Claim adjustments are complete with adjustments between 10/15/20 - 10/17/20 and 11/24/20 - 12/09/20.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 71: 191009-01. Behavioral health claims were set to EX92 pay but the claim paid zero dollars.	10/9/2019	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	The fix was completed 2/6/2020.	Claim adjustments were completed between 06/18/20- 06/25/20.
Issue 34: CIA-1836. The EAPG processor is incorrectly denying some MyCare claims where Medicare billing procedures conflict with EAPG hierarchy.	5/6/2019	Resolved	01-Outpatient Hospital 46-Ambulatory Surgery Center	Claim holds and manual processing was implemented as of 07/31/2019. We have determined this is resolved as of 2/10/2020.	First claim adjustment project was completed with payments made between 10/21/2019 and 10/28/2019. Remaining claim adjustments were completed between: 11/17/20 - 11/24/20 11/27/20 - 11/30/20 12/01/20 - 12/04/20