



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: December 15th, 2023

Listed below are current Claims Payment Systemic Errors (CPSE). The issues are reported in ascending order with the most recently identified issue listed last. This log is updated monthly. Buckeye Health Plan encourages you to review this log often and prior to contacting Buckeye Health Plan Provider Contact Center. If you still have questions, please call 866-296-8731 to speak to a Buckeye Health Plan Provider Claims Assistance Representative.

Unique ID and Description of CPSE	Line of Business	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
<p>Confirmed Issue 360: CIA-5898 E&M Services billed by Chiropractors are denying when billed on the same day as treatment is rendered.</p> <p>Updated Description: Confirmed Issue 360: CIA-5898 E&M and related diagnostic imaging services billed by Chiropractors are denying when billed on the same day as treatment is rendered.</p>	Medicaid & MyCare	06/08/23	27-Chiropractor Individual	<p>Initial system fix went into production on 09/19/23. However, it was discovered that related diagnostic imaging services require further configuration. Additional time is needed for this fix. This is estimated to be complete by 01/31/24. The description for the issue has been updated.</p>	<p>Manual work-around in place since 07/14/23. Claim adjustments were completed between 07/24/23 - 07/31/23 and on 08/28/23. Further claim adjustments will be completed after the additional system fix is in production for the diagnostic imaging services. Fallout claims not captured through manual work-around will be adjusted between 03/01/24 - 04/15/24.</p>	Fix in process
<p>Confirmed Issue 372: CIA-6107 Claims billing CPT 20610 are paying in error.</p>	Medicaid & MyCare	08/28/23	73-Certified Registered Nurse Anesthetist (CRNA) Individual, 20-Physician/osteopath, individual	<p>Additional time is needed for system fix. We estimate the system fix to be completed by 01/15/24.</p>	<p>Manual work-around in place as of 09/29/23. Due to additional time needed for system fix, claim adjustments are estimated to be completed between 03/01/24 - 03/31/24.</p>	Fix in process

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Confirmed Issue 375: CIA-6091 A portion of the July 1, 2023, Nursing Facility rates were not loaded timely due to receiving multiple versions.	Medicaid	10/04/23	86-Nursing Facility	System fix completed on 10/05/23	Claim adjustments were completed between 10/16/23 - 11/06/23 and 11/15/23 - 12/11/23. Adjustments have spanned over 30 days due to identification and correction of fallout claims. This issue is resolved and will be removed from the January 2024 submission.	Resolved
Confirmed Issue 377: CIA-6091 Nursing Facility claims for dates of service on or after 07/01/23 are paying over billed charges in error.	Medicaid & MyCare	10/04/23	86-Nursing Facility	System fix completed on 10/23/23	Claim adjustments were completed between 11/15/23 - 12/11/23. This issue is resolved and will be removed from the January 2024 submission.	Resolved
Confirmed Issue 378: CIA-6254 Claims billing for therapy services are denying for no authorization in error.	Medicaid & MyCare	10/16/23	39-Physical Therapist, Individual; 41-Occupational Therapist, Individual; 40-Speech Language Pathologist, Individual	Additional time is needed for system fix. We estimate the system fix to be completed by 01/15/24.	Manual work around in place as of 10/25/2023. Due to the additional time needed for the system fix, we estimate claim adjustments to be completed between 02/15/24 - 03/15/24.	Fix in process
Confirmed issue 379: CIA-6230 A portion of claims for MyCare members are not processing through Medicare and Medicaid appropriately	MyCare	10/19/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix is estimated to be completed by 1/31/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 03/01/24 - 04/01/24.	Fix in process

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Confirmed issue 380: CIA-6286 Claims billing transportation CPT T2025 paid in error when member is receiving adult day health center services, CPT S5102.	MyCare	10/25/23	16 & 60-Home Health Agency; 45-Waivered Services Organization	System fix in process and estimated to be completed by 12/31/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate recovery adjustments to be completed between 02/01/24 - 03/01/24 due to Providers' contractual notification period	Fix in process
Confirmed Issue 382: CIA-6329 Behavioral Health claims billing under a supervising provider are underpaying in error.	Medicaid & MyCare	11/01/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix is estimated to be completed by 1/15/24.	Manual work-around in place as of 11/09/23. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 02/15/24 - 03/15/24.	Fix in process
Confirmed Issue 384: CIA-6267 Post-partum E/M claims billed without modifier TH are denying as non-covered in error instead of denying for missing modifier.	Medicaid	10/18/23	20-Physician/Osteopath, Individual; 24-Physician Assistant; 72-Nurse Practitioner, Individual; 71-Nurse Midwife Individual	System fix completed on 11/30/23.	Claim adjustments will not be completed as there is no financial liability. This issue is resolved and will be removed from the January 2024 submission.	Resolved

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Confirmed Issue 385: CIA-6348 Claims billing MRSS Crisis Mobile Response services are denying for Provider not contracted for this service in error.	Medicaid & MyCare	11/14/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 11/22/23.	Claim adjustments are in process and estimated to be completed between 12/20/23 - 01/20/24.	Fix is complete and claim adjustments are in process.
Confirmed Issue 386: CIA-6371 Claims billing CPT 81513 are denying for not reimbursable per plan policy in error.	Medicaid	11/20/23	01-Hospital (Outpatient); 80-Independent Laboratory	System fix in process and estimated to be completed by 01/31/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 03/01/24 - 03/31/24.	Fix in process
Confirmed Issue 387: CIA-6292 Hospice fee schedules effective 10/01/23 were not loaded within 20 days from receipt.	Medicaid & MyCare	11/16/23	16 & 60-Home Health Agency; 44-Hospice	System fix completed on 11/30/23.	Claim adjustments are in process and estimated to be completed between 12/20/23 - 01/20/24.	Fix is complete and claim adjustments are in process.

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<p>Potential Issue 388: CIA-6381 MyCare Medicaid Behavioral Health claims billed by mid-level practitioners are denying for needing primary EOP in error.</p>	<p>MyCare</p>	<p>11/15/23</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>System fix in process and estimated to be completed by 01/31/24.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 03/01/24 - 04/01/24.</p>	<p>Fix in process</p>
<p>Confirmed Issue 389: CIA-6412 Claims billing CPT L0637 are denying for non-covered in error.</p>	<p>Medicaid</p>	<p>12/05/23</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>System fix in process and estimated to be completed by 01/15/24.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 02/15/24 - 03/15/24.</p>	<p>Fix in process</p>
<p>Confirmed Issue 390: CIA-6424 A portion of claims billing waiver services are requiring additional time to finalize processing causing delays in payments.</p>	<p>MyCare</p>	<p>12/08/23</p>	<p>25-Non-Agency Personal Care Aide; 55-Waivered Services, Individual; 45-Waivered Services Organization; 26-Non-Agency Home Care Attendant</p>	<p>System fix in process and estimated to be completed by 01/15/24.</p>	<p>Currently, no claim adjustments are needed, however, it is taking longer than normal to finalize payments.</p>	<p>Fix in process</p>

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Confirmed Issue 391: CIA-6377 Claims are not applying patient liability appropriately for members with a waiver-type patient liability.	MyCare	12/12/23	74-Assisted Living Facilities	System fix is currently being researched and estimated to be complete by 01/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 02/15/24 - 03/15/24.	Fix in process
Confirmed Issue 392: CIA-6328 Claims billing ABA Services have underpaid in error.	Medicaid	11/16/23	42-Psychologist, Individual; 01-Hospital (Outpatient); 96-Paraprofessional	System fix in process and estimated to be completed by 01/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 02/15/24 - 03/15/24.	Fix in process