



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: January 15th, 2025

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
Confirmed Issue 399: CIA-6474 MyCare Medicaid Part B therapy claims are applying incorrect coordination of benefits.	Medicaid & MyCare	01/22/24	86-Nursing Facility	System fix completed on 03/06/24.	<p>Manual work-around in place as of 01/22/2024. Claim adjustments were partially completed between 03/27/24 - 05/15/24.</p> <p>Upon review of the adjusted claims, it was discovered that a portion of the claims applied an authorization denial in error. The impacted claims from this issue will require an additional reprocessing to appropriately coordinate with primary Medicare claims. Claim readjustments were partially completed between 05/23/24 - 01/15/25. We estimate remaining claim adjustments to be completed between 01/15/25 - 02/15/25.</p>	Fix is complete and claim adjustments are in process.

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<p>Confirmed Issue 421: CIA-6727 A portion of claims billing CPT codes B4157 - B4162 are underpaying in error.</p>	<p>Medicaid</p>	<p>03/19/24</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>System fix completed on 04/11/24.</p>	<p>Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 433. Claim adjustments were completed between 11/01/24 - 12/19/24. Adjustments spanned over 30 days due to the contractual notification period required for all recoveries. This issue is resolved and will be removed from the February, 2025 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 433: CIA-6921 Claims billing for enterals that require prior authorization on the Medicaid fee schedule are over- or underpaid in error.</p>	<p>Medicaid</p>	<p>04/23/24</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>System fix completed on 06/17/24.</p>	<p>Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 421. Claim adjustments were completed between 11/01/24 - 12/19/24. Adjustments spanned over 30 days due to the contractual notification period required for all recoveries. This issue is resolved and will be removed from the February, 2025 submission.</p>	<p>Resolved</p>

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Confirmed Issue 434: CIA-6862 MyCare Medicaid claims billing part B therapy in nursing facility setting are pricing at incorrect rates.	MyCare	04/23/24	86-Nursing Facility	System fix completed on 05/01/24.	Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 399. Claim adjustments were partially completed between 05/23/24 - 01/15/25. We estimate remaining adjustments to be completed between 01/15/25 - 02/15/25.	Fix is complete and claim adjustments are in process.
Confirmed Issue 437: CIA-6901 Claims billing CPT T2042 are not pricing at the member's county of residence rate when it varies from the servicing provider's county.	Medicaid	05/07/24	44-Hospice	System fix completed on 08/06/24.	Claim payment adjustments were completed between 09/26/24 - 09/27/24. Claim overpayment recoupments occurred between 01/02/25 - 01/06/25. Adjustments spanned over 30 days due to the contractual notification period required for all recoveries. This issue is resolved and will be removed from the February, 2025 submission.	Resolved
Confirmed Issue 454: CIA-7142 MyCare Inpatient Claims billing a single room and board line are overpaying in error.	MyCare	08/01/24	01-Hospital (Inpatient)	System fix completed on 08/13/24.	Claim overpayment adjustments were completed between 11/25/24 - 01/03/25. Adjustments spanned over 30 days due to the contractual notification period required for all recoveries. This issue is resolved and will be removed from the February, 2025 submission.	Resolved

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<p>Updated Description: Confirmed Issue 457: CIA-7043 A portion of claims are paying \$0.00 on VFC eligible vaccines for providers that are non-VFC participating providers. Also, VFC participating providers are being paid for VFC-eligible vaccines in error.</p>	<p>Medicaid</p>	<p>08/09/24</p>	<p>20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group</p>	<p>System fix completed on 10/14/24.</p>	<p>Due to the notification period required for certain providers' contracts, we estimate recoupments to be completed between 04/15/25 - 05/15/25.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 462: CIA-7214 Multiple overlapping Medicare records sent on the 834 are causing claims to apply incorrect coordination of benefits errors.</p>	<p>MyCare</p>	<p>08/20/24</p>	<p>00-All provider types</p>	<p>System fix will originate from ODM on the 834. Until corrected, Buckeye Health Plan will manually update the members' Medicare records to appropriately reflect the correct eligibility. The members' statuses are being manually updated as the discrepant records are being found. This process has been in place since issue was identified on 08/20/24. The initial set of impacted member record updates were completed on 12/27/24. We will continue to update discrepant records as they are identified.</p>	<p>Issue has been added back to CPSE report. The adjustment process has been in place since 08/20/24 where impacted claims are reprocessed as individual members' eligibility has been verified and updated. Claim adjustments will continue as member's eligibility is verified and updated. Additional adjustments occurred between 11/15/24 - 01/15/25. We estimate the initial set of impacted members' claims to be adjusted between 01/15/25 - 02/15/25.</p>	<p>Fix is complete and claim adjustments are in process</p>

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Confirmed Issue 465: CIA-7362 MyCare claims billing CPT G0480 - G0483 in place of service codes 11, 20, 49, 50, 72, and 81, are bypassing Medicare processing in error.	MyCare	09/30/24	80-Independent Laboratory; 20-Physician/Osteopath, Individual; 24-Physician Assistant	System fix completed on 10/16/24.	Claim adjustments were partially completed between 10/29/24 - 01/15/25. We estimate remaining claims to be adjusted between 01/15/25 - 02/15/25.	Fix is complete and claim adjustments are in process.
Confirmed Issue 466: CIA-7383 Certain claims are denying for missing ordering, referring, prescribing NPI in error.	Medicaid & MyCare	10/04/24	00-All provider types	System fix completed on 10/09/24.	Claim adjustments were completed between 10/14/24 - 01/09/25. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the February 2025 submission.	Resolved

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Confirmed Issue 468: CIA-7442 Claims billing CPT 90661 for dates of service on or after 07/01/24 are denying as non-covered in error.	Medicaid & MyCare	10/30/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group	System fix completed on 11/22/24.	Manual work-around in place as of 10/31/24. Claim adjustments were completed between 12/16/24 - 01/10/25. This issue is resolved and will be removed from the February 2025 submission.	Resolved
Confirmed Issue 470: CIA-7506 Claims billing CPT E0260 are underpaying in error.	Medicaid & MyCare	11/08/2024	76-Durable Medical Equipment Supplier	System fix completed on 12/02/24.	The majority of claim adjustments were completed between 12/16/24 - 01/15/25. We estimate the remaining fallout claims to be adjusted between 01/15/25 - 02/15/25.	Fix is complete and claim adjustments are in process.
Confirmed Issue 471: CIA-7548 Claims billing CPT 81513 and 87481 are denying for not being reimbursable per plan in error.	Medicaid	11/18/2024	01-Hospital (Outpatient); 80-Independent Laboratory; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 50-Clinic	Additional time is needed for the system fix. We estimate the system fix to be completed on 03/15/25.	Manual work-around in place as of 12/02/24. Due to the additional time required for the system fix, we estimate adjustments to be completed between 04/15/25 - 05/15/25.	Fix in process.

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Confirmed Issue 472: CIA-7564 Claims billing the professional component for multiple radiology and imaging services on the same claim are underpaying.	Medicaid	12/10/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group	Additional time is needed for the system fix. We estimate the system fix to be completed on 03/01/25.	Due to the additional time required for the system fix, we estimate adjustments to be completed between 04/01/25 - 05/01/25.	Fix in process.
Confirmed Issue 473: CIA-7640 Acupuncture services are denying in error when under the 30 visit threshold.	Medicaid & MyCare	12/20/24	23-Acupuncturist	System fix in process and estimated to be complete by 01/31/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 03/01/25 - 03/31/25.	Fix in process
Confirmed Issue 474: CIA-7646 Outpatient hospital claims billing for CPT codes 90656 and 90658 are denying in error.	Medicaid	12/19/24	01-Hospital (Outpatient)	System fix completed on 12/02/24.	Claim adjustments were completed between 12/27/24 - 01/02/25. This issue is resolved and will be removed from the February, 2025 submission.	Fix in process

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Confirmed Issue 475: CIA-7696 Claims billing CPT code G0108 or G0109 are underpaying in error.	Medicaid	01/10/25	07-Dietitian; 20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group; 01-Hospital (Outpatient)	System fix in process and estimated to be complete by 03/01/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 04/01/25 - 04/30/25.	Fix in process.
Confirmed Issue 476: CIA-7498 Claims billing CPT code 90673 are denying as non-covered in error.	Medicaid	01/09/25	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group	System fix completed on 01/09/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 02/15/25 - 03/15/25.	Fix is complete and claim adjustments are in process