



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: January 15<sup>th</sup>, 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 bi-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	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 298: CIA-4992 A small portion of MyCare Medicaid EAPG claims where Medicare billing procedures conflict with EAPG hierarchy are processing incorrectly.	04/28/22	01-Hospital (Outpatient), 46-Ambulatory Surgery Center	Issue was identified as a manual processing error. Work process corrections into production on 06/03/22. We are continuing to look for automation opportunities.	Claim adjustments were partially completed between 10/21/22 - 11/05/22 and 11/18/22 - 12/28/22. The remaining fallout claims are estimated to be complete between 01/15/23 - 01/31/23. Adjustments require manual processing and has caused adjustments to span over 30 days.	Fix is complete and claim adjustments are in process.
Confirmed Issue 299: CIA-4967 Physician Assistant claims billing multiple modifiers on the same claim are denying for missing or invalid modifier in error.	04/11/22	24-Physician Assistant	System fix in production on 07/27/22.  While reviewing fallout claims from adjustment projects, it was determined that there was an additional system fix was needed.  Additional system fix went into production on 11/22/22.	Manual work-around in place as of 05/13/22 while system fix is in process.  Claim adjustments were completed between:  08/19/22 - 08/22/22, 10/04/22 - 11/07/22, 11/15/22 - 12/22/22.  Claim adjustments have spanned over 30 days due to the adjudication of fallout claims and additional fix needed. This issue is resolved and will be removed from the February 2023 CPSE submission.	Resolved

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Confirmed Issue 304: CIA-2637/5080 A small portion of home health claims are incorrectly pricing causing over- and under-payments.	06/21/22	55-Waivered Services Individual, 45-Waivered Services Organization, 16 & 60-Home Health Agency, 25-Non-Agency Personal Care Aide, 26-Non-Agency Home Care Attendant	A multi-stage fix required for complete resolution. An initial fix went into production on 08/19/22. Additional system fix completed on 10/07/22.	<p>Manual work-around in place on 08/09/22. Claim adjustments will be completed incrementally as corrective action stages are finalized. Claim payment adjustments were partially completed between:</p> <p style="text-align: center;">08/08/22 - 08/15/22 09/01/22 - 09/09/22 10/27/22 - 11/04/22 12/02/22 - 01/09/23</p> <p>Claim recoupment adjustments were partially completed between 11/14/22 - 01/09/23. Remaining payment and recoupment projects are estimated to be completed between 01/15/23 - 02/15/23. Adjustments have spanned over 30 days due to identification and correction of fallout claims.</p>	Fix is complete and claim adjustments are in process.
Confirmed Issue 305: CIA-4772/5086 Medication administration denying in error when J code billed with \$0 charge amount.	06/22/22	72-Nurse Practitioner Individual; 20-Physician/osteopath, individual; 24-Physician Assistant	System fix completed on 09/30/22.	Manual work-around in place on 07/15/22. Claim adjustments were completed between 12/07/22 - 12/28/22. This issue is resolved and will be removed from the February 2023 submission.	Resolved
Confirmed Issue 320: CIA-5378 Behavioral Health Claims are denying for missing primary EOP when member doesn't have other insurance.	11/04/22	00-All provider types	Issue is caused by discrepant TPL data under a small portion of member records. Additional time is required for verification and updating TPL records. We estimate this to be complete by 02/15/23.	Due to the additional time required for system fix, we estimate adjustments to be completed between 03/15/23 -04/15/23.	Fix in process
Confirmed Issue 321: CIA-5480 Original and corrected claims both paid resulting in duplicate overpayments.	12/15/22	00-All provider types	Issue determined to be caused by a manual processing error. Education provided on 01/08/23.	Impacted claims are currently being identified for adjustment. We estimate this to be completed between 02/15/23 - 03/15/23.	Fix is complete and claim adjustments are in process.

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<p>Potential Issue 322: Claims priced using DRG values are potentially under or over-pricing in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	12/07/22	01-Hospital (IP & OP)	System fix completed on 12/15/22.	There were less than 25 providers impacted. Claim adjustments are in process and estimated to be complete between 01/15/23 - 02/15/23. Since this does not meet CPSE provider count criteria, this issue will be removed from the February 2023 submission.	Fix is complete and claim adjustments are in process.
<p>Confirmed Issue 323: CIA-5428 EAPG claims billing CPT 64488 are denying for NCCI unbundling in error.</p>	12/01/22	01-Hospital (Outpatient)	System fix in process and estimated to be complete by 02/01/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 03/01/23 - 04/01/23.	Fix in process
<p>Confirmed Issue 324: CIA-5451 Claims billing CPT codes 90471 and 90472 denying for service not separately billable in error.</p>	11/14/22	65-Clinical Nurse Specialist Individual; 20-Physician/osteopath, individual; 24-Physician Assistant; 21-Professional Medical Group; 72-Nurse Practitioner Individual	Issue determined to be a manual processing issue. Education provided on 11/14/2022.	Claim adjustments were completed between 01/06/23 - 01/10/23. This issue is resolved and will be removed from the February 2023 submission.	Resolved
<p>Confirmed Issue 325: CIA-5439 EAPG claims for vaccine administration are denying for no payment per state methodology in error.</p>	12/07/22	01-Hospital (Outpatient)	Issue resolved through 3M version update. Updates were in production on 12/15/22.	Claim adjustments are in process and estimated to be complete between 02/01/23 - 03/01/23.	Fix is complete and claim adjustments are in process.

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<p>Potential Issue 326: CIA-5500 EAPG claims billing vaccine administration are overpaying in error.</p>	<p>01/06/23</p>	<p>01-Hospital (Outpatient)</p>	<p>Root cause and system fix are under review and estimated to be complete by 02/15/23.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 03/15/23 - 04/15/23.</p>	<p>Fix in process</p>
<p>Confirmed Issue 327: CIA-5468 Claims billing COVID-19 testing services are not paying at least 100% of Medicaid Fee Schedule in error.</p>	<p>12/19/22</p>	<p>80-Independent Laboratory; 24-Physician Assistant; 21-Professional Medical Group; 72-Nurse Practitioner Individual; 20-Physician/osteopath, individual</p>	<p>System fix completed on 01/12/23.</p>	<p>Impacted claims are currently being identified for adjustment. We estimate this to be completed between 02/15/23 - 03/15/23.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Confirmed Issue 328: Corrected/Adjustment claims denied for timely filing when billed within 365 days from date of service.</p>	<p>12/20/22</p>	<p>00-All provider types</p>	<p>Issue determined to be manual processing error. Education provided on 12/21/22.</p>	<p>Impacted claims are currently being identified for adjustment. We estimate this to be completed between 02/15/23 - 03/15/23.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Confirmed Issue 329: CIA-5489 Claims are denying for missing or invalid CLIA in error.</p>	<p>12/27/22</p>	<p>20-Physician/osteopath, individual; 71-Nurse Midwife Individual; 72-Nurse Practitioner Individual; 80-Independent Laboratory; 24-Physician Assistant</p>	<p>The initial discovery of the issue was indicated to only impact other Centene Health Plans, however upon receipt of a provider dispute on 12/27/22, this was found to impact additional plans, including Buckeye Health Plan. The system fix for this issue was completed on 10/19/2022.</p>	<p>Impacted claims are currently being identified for adjustment. We estimate this to be completed between 02/15/23 - 03/15/23.</p>	<p>Fix is complete and claim adjustments are in process.</p>