



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: July 15th, 2024

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 - 07/15/24. We estimate remaining claim adjustments to be completed between 07/15/24 - 08/15/24. There were also claim overpayments which are estimated to be completed between 10/15/24 - 11/15/24 due to the notification period required for all recoveries.</p>	Fix is complete and claim adjustments are in process

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 402: CIA-6539 MyCare claims submitting CPT K0001 are not processing through Medicare as primary when billing in place of service 12	MyCare	01/18/24	76-Durable Medical Equipment Supplier	System fix completed on 03/08/24.	Claim adjustments are currently in process. We estimate Medicaid recoupment and Medicare payment adjustments to be completed between 08/01/24 - 08/31/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 413: CIA-6676 Claims billing anesthesia services are underpaying in error.	Medicaid & MyCare	02/26/24	20-Physician/Osteopath, Individual; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 68-Anesthesia Assistant, Individual	Due to competing priorities, the system fix estimate has been delayed to 08/02/2024.	Due to the additional time required for the system fix, we estimate claim adjustments to be completed between 09/01/24 - 10/01/24.	Fix in process

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 415: CIA-6723 MyCare Medicare claims billing DME, anesthesia, and clinical laboratory services for dates of service on or after 01/01/24 paid previous 2023 rates in error.</p>	<p>MyCare</p>	<p>02/16/24</p>	<p>76-Durable Medical Equipment Supplier; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 72-Nurse Practitioner, Individual; 36-Podiatrist, Individual; 20-Physician/Osteopath, Individual; 39-Physical Therapist, Individual; 68-Anesthesia Assistant, Individual</p>	<p>System fix completed on 02/16/24.</p>	<p>Claim overpayments were partially recouped between 04/29/24 - 05/09/24 and 05/15/24 - 05/16/24. We estimate the remaining adjustments to be completed between 07/15/24 - 08/15/24 due to the required contractual notification period.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 417: CIA-6668 Outpatient hospital claim service lines are denying for a corresponding HCPCS/CPT code in error.</p>	<p>Medicaid & MyCare</p>	<p>02/22/24</p>	<p>01-Hospital (Outpatient)</p>	<p>System fix completed on 04/01/24.</p>	<p>Claim adjustments were partially completed between 05/15/24 - 07/03/24. Adjustments spanned over 30 days due to identification and remediation of fallout claims. This issue is resolved and will be removed from the August 2024 submission.</p>	<p>Resolved</p>

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 418: CIA-6454 MyCare nursing facility claims billing revenue codes 160 and 169 are applying patient liability in error.	MyCare	02/08/24	86-Nursing Facility	A multi-layered solution has been put into place as of 05/09/24 which includes pre-payment correction, membership verification, and post-payment reconciliation.	Manual work-around in place as of 03/25/24. Claim adjustments were completed between 07/01/24 - 07/12/24. This issue is resolved and will be removed from the August 2024 submission.	Resolved
Confirmed Issue 420: CIA-6695 MyCare Medicaid claims billing S5170 are paying in error without an authorization.	MyCare	02/29/24	16 & 60-Home Health Agency; 45-Waivered Services Organization; 55-Waivered Services, Individual	Upon further review, this issue was determined to be caused by a manual processing error. Education provided on 06/28/24.	Manual work-around in place as of 04/08/24. Claim recoupment adjustments are in process and estimated to be completed between 07/15/24 - 08/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 421: CIA-6727 A portion of claims billing CPT codes B4157 - B4162 are underpaying in error.	Medicaid	03/19/24	76-Durable Medical Equipment Supplier	System fix completed on 04/11/24.	Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 433. Claim adjustments require additional time due to requiring manual pricing. We estimate the adjustments to be completed between 09/01/24 - 09/30/24.	Fix is complete and claim adjustments are in process

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 423: CIA-6701 Outpatient hospital claims billing vaccine administration services are paying \$0.00 in error.	Medicaid	03/15/24	01-Hospital (Outpatient)	System fix completed on 05/07/24.	Claim adjustments were completed between 05/24/24 - 07/12/24. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the August 2024 submission.	Resolved
Confirmed Issue 424: CIA-6771 When a Provider submits a corrected claim, there are instances where claims on file for different rendering providers under the same group are being recouped in error.	Medicaid & MyCare	03/26/24	00-All provider types	Due to the complexity of the issue, additional time is required for the system fix. We estimate this to be completed by 08/31/24.	The initial round of claim adjustments were completed on 04/05/24, 04/15/24 - 05/13/24, and 05/15/24 - 06/12/24. A subsequent adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 09/15/24 - 10/15/24.	Fix in process
Confirmed Issue 426: CIA-6786 Certain covered services are denying as non-covered in error.	Medicaid & MyCare	04/01/24	59-End-Stage Renal Disease (Dialysis) Clinic; 76-Durable Medical Equipment Supplier; 72-Nurse Practitioner, Individual; 36-Podiatrist, Individual; 20-Physician/Osteopath, Individual; 24-Physician Assistant	System fix completed on 06/20/24.	Claim adjustments were partially completed between 06/17/24 - 06/24/24. The remaining claim adjustments are in process and estimated to be completed between 08/01/24 - 08/31/24.	Fix is complete and claim adjustments are in process

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 430: CIA-6791 Claims billing CPT 51798 are denying for EXyE - procedure code is disallowed with this diagnosis code per plan policy in error.	Medicaid	04/02/24	20-Physician/Osteopath, Individual; 01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 24-Physician Assistant	The system fix is in process and estimated to be completed by 08/01/24.	Claim adjustments will be completed once system fix is completed. We estimate adjustments to be completed between 09/15/24 - 10/15/24.	Fix in Process
Confirmed Issue 431: CIA-6805 Claims billing T2031 are denying for missing authorization or modifier in error.	MyCare	04/16/24	86-Nursing Facility	System fix completed on 05/01/24.	Claim adjustments were completed between 04/30/24 - 05/09/24 and 06/24/24 - 06/27/24. Claim adjustments spanned over 30 days due to adjustment projects being completed before and after the system fix. This issue is resolved and will be removed from the August 2024 submission.	Resolved
Confirmed Issue 433: CIA-6921 Claims billing for enterals that require prior authorization on the Medicaid fee schedule are over- or underpaid in error.	Medicaid	04/23/24	76-Durable Medical Equipment Supplier	System fix completed on 06/17/24.	Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 421. Claim adjustments require additional time due to requiring manual pricing. We estimate the adjustments to be completed between 09/01/24 - 09/30/24.	Fix is complete and claim adjustments are in process

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 434: CIA-6862 MyCare Medicaid claims billing part B therapy in nursing facility setting are pricing at incorrect rates.</p>	<p>MyCare</p>	<p>04/23/24</p>	<p>86-Nursing Facility</p>	<p>System fix completed on 05/01/24.</p>	<p>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 - 07/15/24. We estimate remaining claim adjustments to be completed between 07/15/24 - 08/15/24. There were also claim overpayments which are estimated to be completed between 10/15/24 - 11/15/24 due to the notification period required for all recoveries.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 435: CIA-6873 Claims billing CPT 81025 is denying procedure inappropriate for provider specialty in error.</p>	<p>Medicaid & MyCare</p>	<p>04/25/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>System fix completed on 05/16/24.</p>	<p>Claim adjustments were completed between 06/02/24 - 06/25/24. This issue is resolved and will be removed from the August 2024 submission.</p>	<p>Resolved</p>

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 436: CIA-6889 Claims billing CPT codes 93298 and 93297 with modifiers "26" or "TC" are denying for invalid modifier in error.	Medicaid & MyCare	05/02/24	20-Physician/Osteopath, Individual; 01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 24-Physician Assistant	System fix completed on 05/17/24.	Claim adjustments were completed between 06/18/24 - 06/26/24. This issue is resolved and will be removed from the August 2024 submission.	Resolved
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	Additional time is needed for the system fix. We estimate this to be 08/15/24.	Due to the additional time needed for the system fix, we estimate claim adjustments to be completed between 09/15/24 - 10/15/24.	Fix in process
Confirmed Issue 438: CIA-6643 Nursing Facility claims billing revenue codes 160 and/or 169 for non-waiver members are paying in error.	MyCare	05/03/24	86-Nursing Facility	System fix completed on 07/05/24.	Manual work-around in place as of 05/09/24. Impacted claims are currently being identified for adjustment. Due to contractual notification period required for all recoupments, we estimate this to be completed between 10/01/24-10/31/24.	Fix is complete and claim adjustments are in process

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 439: CIA-6896 Claims billing certain DME services with "RR" modifier are denying for invalid modifier in error.	Medicaid	05/06/24	76-Durable Medical Equipment Supplier	System fix requires additional time for completion. We estimate this to be complete by 09/01/24.	Due to the additional time required for the system fix, we estimate claim adjustments to be completed between 10/01/24 - 10/31/24.	Fix in process
Confirmed Issue 441: CIA-6712 DME claims for MyCare members are not paying as primary under Medicaid in error when service is non-covered Medicare.	MyCare	05/10/24	76-Durable Medical Equipment Supplier	System fix in process and estimated to be completed by 08/15/24.	Manual work-around in place as of 05/16/24. An initial round of claim adjustments are estimated to be completed between 08/15/24 - 09/15/24.	Fix in process
Confirmed Issue 442: CIA-6899 Chiropractor claims billing only E & M services without modifier 25 are denying for frequency edits in error.	Medicaid & MyCare	05/06/24	27-Chiropractor, Individual	Additional time is required for the system fix. We estimate this to be completed by 09/30/24.	Claim adjustments are in process and estimated to be completed between 08/15/24 - 09/15/24.	Fix and claim adjustments are process

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 443: CIA-6974 Outpatient hospital claims billing modifier 25 are denying for incorrect use of modifier for procedure per CMS/CPT/Plan Guidelines in error.	Medicaid & MyCare	3/29/2024	01-Hospital (Outpatient)	While the issue was identified by a third-party vendor on 03/29/24, Buckeye was first notified of this issue on 05/29/24. The system fix was completed on 03/29/24.	Claim adjustments were completed between 06/17/24 - 07/12/24. This issue is resolved and will be removed from the August 2024 submission.	Resolved
Confirmed Issue 444: CIA-7002 Claims billing the same laboratory CPT codes multiple times on the same date of service are denying for duplicate in error.	Medicaid & MyCare	06/05/24	01-Hospital (Outpatient); 80-Independent Laboratory; 59-End-Stage Renal Disease (Dialysis) Clinic	System fix in process and estimated to be completed by 08/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 08/15/24 - 09/15/24.	Fix in process
Confirmed Issue 445: CIA-7018 A portion of physician assistant claims are denying for missing/invalid modifier in error.	Medicaid	06/11/24	24-Physician Assistant	System fix completed on 06/28/24.	Claim adjustments are in process and estimated to be completed between 08/01/24 - 08/31/24.	Fix is complete and claim adjustments are in process

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 446: CIA-7040 Claims are denying for member ineligible for date of service in error due to the 834 sending erroneous member terminations when the member is still active.</p>	<p>Medicaid & MyCare</p>	<p>06/20/24</p>	<p>01-Hospital (Outpatient); 84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program; 44-Hospice; 20-Physician/Osteopath, Individual; 40-Speech Language Pathologist, Individual; 72-Nurse Practitioner, Individual; 80-Independent Laboratory</p>	<p>System fix completed on 06/20/24.</p>	<p>Claim adjustments were completed between 06/25/24 - 07/10/24. This issue is resolved and will be removed from the August 2024 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 447: CIA-7063 MyCare Medicaid secondary claims are applying incorrect coordination of benefits due to discrepant Opt-in and Opt-out MyCare member eligibility status being sent on the 834.</p>	<p>MyCare</p>	<p>06/26/24</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' statuses to appropriately reflect the correct eligibility. The members' statuses have been manually updated as of 06/29/24.</p>	<p>Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 08/15/24 - 09/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>

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 448: CIA-7088 Claims billing CPT 82075 is denying procedure inappropriate for provider specialty in error.	Medicaid & MyCare	07/02/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 07/11/24.	Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 08/15/24 - 09/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 449: CIA-6985 Vaccines (non-VFC) and administration services for members under 21 years old are denying for needing primary EOP in error.	Medicaid	07/08/24	20-Physician/Osteopath, Individual; 01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 24-Physician Assistant	System fix in process and estimated to be completed by 09/15/2024.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 09/15/24 - 10/15/24.	Fix in process
Confirmed Issue 450: CIA-7049 Claims billing for CPT E0601 and A7030 are denying for exceeding maximum amount of units over a period of time in error.	Medicaid & MyCare	07/10/24	76-Durable Medical Equipment Supplier	System fix in process and estimated to be completed by 10/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 11/15/24 - 12/15/24.	Fix in process