



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: July 15<sup>th</sup>, 2022

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.

Description of CPSE	Date CPSE was First Identified	Status	Billing Provider Type(s) Impacted by CPSE (select all that apply)	All Date(s) and Method(s) Providers Notified of CPSE	Timeline for Fixing CPSE	Date(s) and/ or date span(s) of Corrected Claims Adjustments	Number of Claims Impacted
Confirmed Issue 232: CIA-4308 Hearing aid claims billed for members over 21 years old are overpaying in error as directed in OAC 5160-10-11.	05/25/21	Fix is Complete & Adjustments are in Process	76-Durable Medical Equipment Supplier	Initial notification posted to website on 07/15/21. Status update posted on website on 09/15/21, 11/15/21, 01/15/22, 03/15/22, 05/15/22, and by 07/15/22.	System fix completed on 10/12/21.  01/15/21 Update: It was determined that claims were being manually underpriced in error after the system fix was completed which caused claims to be priced at 50% of the correctly reduced pricing. Education was completed on 01/07/22.	Manual work-around in process on 07/12/21. Claims which were manually underpriced in error were adjusted between: 02/12/22 - 03/04/22 03/16/22 - 05/04/22. Claim recoupments were partially completed between: 02/22/22 - 03/04/22 03/25/22 - 05/10/22. We estimate remaining recoupments to be completed between 05/15/22 - 06/15/22. Adjustments have spanned over 30 days due to identification of fallout claims and secondary issue which underpriced claims in error.  (See continued below)	Recoupment Claim Count: 1092  Underpaid claim Count: 158

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<p>Confirmed Issue 232: CIA-4308 Hearing aid claims billed for members over 21 years old are overpaying in error as directed in OAC 5160-10-11.</p>	<p>05/25/21</p>	<p>Fix is Complete &amp; Adjustments are in Process</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Initial notification posted to website on 07/15/21. Status update posted on website on 09/15/21, 11/15/21, 01/15/22, 03/15/22, 05/15/22, and by 07/15/22.</p>	<p>System fix completed on 10/12/21.</p> <p>01/15/21 Update: It was determined that claims were being manually underpriced in error after the system fix was completed which caused claims to be priced at 50% of the correctly reduced pricing. Education was completed on 01/07/22.</p>	<p>07/15/22 Update: An issue with the recovery notification letters was identified. The recoupment amounts listed on the letters was incorrect, although the recovery amounts applied to claims was accurate. To correct this issue, we will be sending out corrected recovery notification letters to impacted providers. Additional recoupments were completed between 06/03/22 - 07/02/22. We estimate the remaining recoupments to be completed between 07/15/22 - 08/15/22.</p>	<p>Recoupment Claim Count: 1092</p> <p>Underpaid claim Count: 158</p>

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<p>Confirmed Issue 235: CIA-2628/4177 Immunizations for VFC and non-VFC Providers are denying in error on claims after DOS 04/15/21.</p>	<p>06/04/21</p>	<p>Resolved</p>	<p>24-Physician Assistant 20-Physician/osteopath, individual 72-Nurse Practitioner Individual 21-Professional Medical Group</p>	<p>Initial notification posted to website on 07/15/21. Status update posted on website on 09/15/21, 11/15/21, 01/15/22, 03/15/22, 05/15/22, and by 07/15/22.</p>	<p>System fix completed on 07/15/21. 01/15/22 Update: It was determined that an additional system fix is required for full resolution of issue. Additional system fix completed on 02/03/22. 05/15/22: It was determined an additional edit enhancement was required to correct denials caused by a \$0.00 pay/allowance for certain vaccine codes. The additional edit enhancement was completed on 04/29/22.</p>	<p>A manual work on 06/07/21. Claim adjustments were completed between 09/15/21 - 09/24/21, 10/02/21 - 10/08/21, 10/16/21 - 10/21/21, 02/12/22 - 03/05/22. 05/15/22: Issue reopened due to discovery of claims which denied due to an edit associated with a \$0.00 pay/allowance for certain vaccine codes. 07/15/22 Update: Remaining claim adjustments were completed between 05/18/22 - 05/27/22. Claim adjustments spanned over 30 days due to identification of additional fix required and resolving remaining claim adjustments. This issue is resolved and will be removed from the September 2022 submission.</p>	<p>2,540</p>

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<p>Confirmed Issue 252: CIA-4262 MyCare Medicaid claims are denying as non-covered in error when primary Medicare claim has paid.</p>	<p>07/26/21</p>	<p>Resolved</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Initial notification posted to website on 09/15/21. Status update posted on website on 11/15/21, 01/15/22, 03/15/22, 05/15/22, and by 07/15/22.</p>	<p>System fix completed on 11/21/21.</p>	<p>Manual work-around in place starting 08/31/21. Claim adjustments were completed between: 10/29/21 - 11/05/21, 11/15/21 - 11/23/21 , 12/03/21 - 12/17/21, 12/20/21 - 01/10/22, 01/18/22 - 03/07/22, 03/16/22 - 05/03/22, 05/20/22 - 06/17/22.</p> <p>The adjustments have spanned over 30 days due to the complexity of the issue and review of fallout reporting. This issue is resolved and will be removed from the September 2022 submission.</p>	<p>23,876</p>

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<p>Confirmed Issue 265: CIA-4461 Inappropriate duplicate line denials for nursing facility claims.</p>	<p>08/24/21</p>	<p>Resolved</p>	<p>86-Nursing Facility</p>	<p>Initial notification posted to website on 09/15/21. Status update posted on website on 11/15/21, 01/15/22, 03/15/22, 05/15/22 and by 07/15/22.</p>	<p>System fix is being researched and estimated to be complete by 10/15/21.</p> <p>11/15/21 Update: System fix completed on 11/10/21.</p> <p>01/15/22: It was determined an additional fix is needed. We estimate this to be completed by 02/15/22.</p> <p>03/15/22: System fix requires additional time for completion due to competing priorities. We estimate this to be complete by 04/15/22.</p> <p>05/15/22 Update: System fix is currently in process and expected to be complete by 05/31/22.</p> <p>07/15/22 Update: System fix completed on 06/02/22.</p>	<p>11/15/21 Update: Claims are currently being identified for adjustment. We estimate adjustments to be completed between 12/15/21 - 01/15/22.</p> <p>01/15/22 Update: Due to the additional fix needed, the estimated claim adjustment date has been delayed to between 03/15/22 - 04/15/22.</p> <p>03/15/22: Claims are being identified for adjustment while the system fix is in process. We estimate adjustments to be completed between 04/15/22 - 05/15/22.</p> <p>05/15/22 Update: Claim adjustment project has been submitted while system fix is in process and estimated to be complete between 06/01/22 - 07/01/22.</p> <p>07/15/22 Update: Claim adjustments were completed between 05/17/22 - 05/24/22. This issue is resolved and will be removed from the September,2022 submission.</p>	<p>60</p>

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<p>Confirmed Issue 287: CIA-4791 A small portion of Hospital claims for dates of service on or after 01/01/2022 were not held for and are paying incorrect rate.</p>	<p>01/21/22</p>	<p>Resolved</p>	<p>01-Hospital (IP &amp; OP)</p>	<p>Initial notification posted to website on 03/15/22. Status updated posted on 05/15/22 and by 07/15/22.</p>	<p>System fix was completed on 02/04/22.</p>	<p>05/15/22 Update: Claim adjustment projects have been submitted for inpatient claims and are estimated to be complete between 05/15/22 - 06/15/22. Impacted outpatient claims are currently being identified and estimated to be complete between 06/01/22 - 06/30/22.</p> <p>07/15/22 Update: Claim adjustments for underpayments were completed between 05/18/22 - 06/02/22. Recoupment claim adjustments for overpayments were completed between 06/30/22 - 07/02/22. This issue is resolved and will be removed from the September 2022 submission.</p>	<p>2552</p>

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<p>Confirmed Issue 288: CIA-4796 Outpatient claims billing M0245 are denying for missing or invalid NDC in error.</p>	<p>01/25/22</p>	<p>Resolved</p>	<p>01-Hospital (Outpatient)</p>	<p>Initial notification posted to website on 03/15/22. Status updated posted on 05/15/22 and by 07/15/22.</p>	<p>System fix completed on 04/06/2022.</p>	<p>A manual work-around was put into place on 02/04/22. A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 06/15/22 - 07/15/22.</p> <p>05/15/22 Update: Impacted claims are currently being identified for adjustment. We estimate adjustments to be complete between 06/15/22 - 07/15/22.</p> <p>07/15/22: Claim adjustments were completed between 06/15/22 - 07/07/22. This issue is resolved and will be removed from the September 2022 submission.</p>	<p>213</p>

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<p>Confirmed Issue 292: Claims billing provider administered pharmaceuticals are denying for no authorization in error when authorized by New Century Health.</p>	<p>02/04/22</p>	<p>Resolved</p>	<p>72-Nurse Practitioner Individual 20-Physician/osteopath, individual 24-Physician Assistant</p>	<p>Initial notification posted to website on 03/15/22. Status updated posted on 05/15/22 and by 07/15/22.</p>	<p>No system fix required. Issue caused by backlog for creating authorization in claims processing system and is estimated to be complete by 03/31/22. 05/15/22 Update: Authorization backlog was completed on 03/31/22.</p>	<p>05/15/22 Update: Impacted claims have been submitted for adjustment and estimated to be complete between 06/01/22 - 06/30/22. 07/15/22 Update: Claim adjustments were completed between 05/18/22 - 06/02/22. This issue is resolved and will be removed from the September 2022 submission.</p>	<p>1081</p>
<p>Confirmed Issue 297: CIA-4976 Additional units of DME services are denying in error for exceeding quantity limits when an authorization is on file for the additional units.</p>	<p>04/22/22</p>	<p>Fix is Complete &amp; Adjustments are in Process</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Initial notification posted to website on 05/15/22. Status update to be posted by 07/15/22.</p>	<p>07/15/22 Update: System fix in production on 06/30/22.</p>	<p>07/15/22 Update: Claims were partially adjusted on 07/06/2022. Remaining claim adjustments are estimated to be complete between 08/01/22 - 09/01/22.</p>	<p>1819</p>



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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	Fix is Complete & Adjustments are in Process	01-Hospital (Outpatient) 46-Ambulatory Surgery Center	Initial notification posted to website on 05/15/22. Status update to be posted by 07/15/22.	07/15/22 Update: 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.	07/15/22 Update: Claims are currently being identified for adjustment. We estimate claim adjustments to be completed between 08/01/22 - 09/01/22.	Pending
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	Fix in Process	24-Physician Assistant	Initial notification posted to website on 05/15/22. Status update to be posted by 07/15/22.	System fix in process and estimated to be complete by 06/15/2022.  07/15/22 Update: Additional time is required for system fix. We estimate the system fix to be complete by 08/15/22.	07/15/22 Update: Manual work-around in place as of 05/13/22 while system fix is in process. Due to additional time required for the system fix, we estimate claim adjustments to be completed between 09/15/22 - 10/15/22.	Pending
Potential Issue 300: CIA-5004 Claims billing CPT T1019 are denying for missing or invalid modifier in error. Upon further review, this was determined not to be a CPSE issue.	05/10/22	Resolved	25-Non-Agency Personal Care Aide	Initial notification posted to website on 05/15/22. Status update to be posted by 07/15/22.	System fix is currently being researched. We estimate fix to be complete by 06/15/2022.  07/15/22 Update: No system fix required.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be completed between 07/15/22 - 08/15/22.  07/15/22 Update: Upon further review, claims denied due to provider billing error. This issue is resolved and will be removed from the September 2022 submission.	NA

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<p>Confirmed Issue 301: Behavioral Health claims billing CPT H0004 without KX modifier are overpaying in error.</p>	<p>05/10/22</p>	<p>Resolved</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider  95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Initial notification posted to website on 05/15/22. Status update to be posted by 07/15/22.</p>	<p>System fix in process and estimated to be complete by 06/15/2022.  07/15/22: System fix completed on 05/11/22.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. Due to the notification period required for all recoupments, we estimate claim adjustments to be completed between 08/15/22 - 09/15/22.  07/15/22: Claim recoupments will not be completed. This issue is resolved and will be removed from the September 2022 submission.</p>	<p>NA</p>
<p>Potential Issue 302: CIA-5027 Claims billing CPT S5170 are applying EXMX under Medicaid in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	<p>05/19/22</p>	<p>Resolved</p>	<p>45-Waivered Services Organization</p>	<p>Initial notification will be posted to website by 07/15/22.</p>	<p>System fix in process and estimated to be complete by 08/15/2022.</p>	<p>There were less than 25 providers impacted. Manual work-around in place on 07/09/22. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be completed between 08/15/22 - 09/15/22. This issue will be removed from the September 2022 submission.</p>	<p>Pending</p>

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Confirmed Issue 303: CIA-4813 Claims billing modifier FS are denying for service not reimbursable in the billed location in error.	05/24/22	Resolved	20-Physician/osteopath, individual 24-Physician Assistant	Initial notification will be posted to website by 07/15/22.	System fix completed on 06/03/2022	Claims adjustments were completed between 06/17/22 - 07/08/22. This issue is resolved and will be removed from the September 2022 submission.	1,625
Confirmed Issue 304: CIA-2637/5080 A small portion of home health claims are incorrectly pricing causing over- and under-payments.	06/21/22	Fix in Process	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	Initial notification will be posted to website by 07/15/22.	System fix in process and estimated to be complete by 08/01/2022.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be complete between 08/15/22 - 09/15/22.	Pending
Confirmed Issue 305: CIA-4772/5086 Medication administration denying in error when J code billed with \$0 charge amount.	06/22/22	Fix in Process	72-Nurse Practitioner Individual 20-Physician/osteopath, individual 24-Physician Assistant	Initial notification will be posted to website by 07/15/22.	System fix in process and estimated to be complete by 08/15/2022.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be complete between 09/15/22 - 10/15/22.	Pending
Confirmed Issue 306: Transportation claims' payments rounded up or down in error.	05/25/22	Resolved	83-Wheelchair Van	Initial notification will be posted to website by 07/15/22.	System fix completed on 06/13/2022.	Manual work-around in place as of 05/25/22. Claims adjustment payments were corrected on the same EOP as the initially incorrect payments. No additional adjustments are needed. This issue is resolved and will be removed from the September 2022 submission.	6941

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Potential Issue 307: Claims billing H0015 in place of service 57 are denying for procedure code and location not being compatible in error.	07/07/22	Fix is Complete & Adjustments are in Process	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	Initial notification will be posted to website by 07/15/22.	System fix completed on 07/08/2022.	Claims are currently being identified for claim adjustment project. We estimate claim adjustments to be completed between 08/01/22 - 09/01/22.	1660
Confirmed Issue 308: MyCare Medicare home health claims denying for missing HHA data in error when an existing NOA is already on file.	06/10/22	Fix is Complete & Adjustments are in Process	16 & 60-Home Health Agency	Initial notification will be posted to website by 07/15/22.	System fix completed on 06/30/2022.	Claims are currently being identified for claim adjustment project. We estimate claim adjustments to be completed between 08/01/22 - 09/01/22.	Pending
Potential Issue 309: Recovery notification letters sent with incorrect recoupment amounts. Upon further review, this was determined not to be a CPSE issue.	06/07/22	Resolved	00-All provider types	Initial notification will be posted to website by 07/15/22.	Issue determined to be a manual processing error. Education provided on 06/07/2022.	The recoupment amounts listed on Provider notification letters was incorrect, but the recovery amounts applied to claims was accurate and claims processed correctly. No additional action is needed as recoupments processed in accordance with ORC 5167.22. This issue is resolved and will be removed from the September 2022 submission.	NA