



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: May 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
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.	Medicaid	08/09/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group	System fix completed on 10/14/24.	Recoupments were completed between 04/09/25 - 05/14/25. Adjustments spanned 30 days due to the contractual notification period required for recoveries. This issue is resolved and will be removed from the June 2025 submission.	Resolved
Confirmed Issue 471: CIA-7548 Claims billing CPT 81513 and 87481 are denying for not being reimbursable per plan in error.	Medicaid	11/18/24	01-Hospital (Outpatient); 80-Independent Laboratory; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 50-Clinic	System fix completed on 04/24/25.	Manual work-around in place as of 12/02/24. Claim adjustments were completed between 04/25/25 - 05/14/25. This issue is resolved and will be removed from the June 2025 submission.	Resolved

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Confirmed Issue 478: CIA-7717 Claims billing for preventive pediatric services are denying for needing primary EOP in error when the member has active other primary coverage.	Medicaid	02/04/25	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 01-Hospital (Outpatient); 24-Physician Assistant; 50-Clinic; 65-Clinical Nurse Specialist, Individual	System fix completed on 05/02/25.	Manual work-around in place as of 02/06/25. Claim adjustments were completed between 05/05/25 - 05/14/25. This issue is resolved and will be removed from the June 2025 submission.	Resolved
Confirmed Issue 480: CIA-7736 Private Room Nursing Facility claims are not processing as primary in error.	MyCare	02/27/25	86-Nursing Facility	An additional fix is required and is estimated to be completed by 07/15/25.	Manual work-around in place as of 02/27/25 and continues to be in place while the system fix is in process. In addition, an initial round of adjustments was partially completed between 03/31/25 - 04/15/25. Due to the additional fix required, we estimate any remaining adjustments to be completed between 08/15/25 - 09/15/25.	Fix and claim adjustments in process
Confirmed Issue 482: CIA-7753 A limited number of buy and bill claims billing for administration service are not paying appropriately.	Medicaid & MyCare	03/07/25	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant	The system fix is in process and estimated to be completed by 06/01/25.	Manual work-around in place as of 03/10/25. Due to the additional time needed for the system fix, we estimate adjustments to be completed between 07/01/25 - 07/31/25.	Fix in process

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Confirmed Issue 485: CIA-7918 Claims billing CPT 99459 are denying for add-on code cannot be billed without primary code in error.	Medicaid	03/11/25	72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual; 71-Nurse Midwife Individual; 24-Physician Assistant	It was communicated to the Health Plan on 04/16/25 that the system fix was completed by our Payment Integrity vendor on 04/10/25.	Claim adjustments were completed between 04/21/25 - 05/06/25. This issue is resolved and will be removed from the June 2025 submission.	Resolved
Confirmed Issue 486: CIA-7809 Claims are denying for missing or incomplete postpartum date in error.	Medicaid	03/17/25	20-Physician/Osteopath, Individual; 71-Nurse Midwife Individual; 72-Nurse Practitioner, Individual	System fix in process and estimated to be complete by 06/15/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/15/25 - 08/15/25.	Fix in process
Confirmed Issue 488: CIA-8007 MyCare Claims billing CPT codes E1390, E1391, E1392, E0471 are denying for no authorization in error. Upon further review, this was determined not to be a CPSE issue.	MyCare	04/10/25	76-Durable Medical Equipment Supplier	The system fix was completed on 05/02/25.	Less than 5 providers were impacted by this issue. Claim adjustments were completed between 04/24/25 - 04/30/25 while the system fix was in process. This issue is resolved and will be removed from the June 2025 submission.	Resolved



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Confirmed Issue 489: CIA-8028 Claims billing anesthesia services with modifier AD are underpaying in error.	Medicaid & MyCare	04/17/25	20-Physician/Osteopath, Individual; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 68-Anesthesia Assistant, Individual	System fix in process and estimated to be complete by 06/15/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/15/25 - 08/15/25.	Fix in process