



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: May 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 379: CIA-6230 A portion of claims for MyCare members are not processing through Medicare and Medicaid appropriately	MyCare	10/19/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	An initial fix went into production on 02/15/24. The secondary system fix was completed on 05/02/24.	Claim adjustments are in process and estimated to be completed between 06/01/24 - 07/01/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 382: CIA-6329 Behavioral Health claims billing under a supervising provider are underpaying in error.	Medicaid & MyCare	11/01/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	The system fix went into production on 04/18/24. However, it was discovered additional corrective action is needed and estimated to be complete by 05/31/24. The manual work-around continues to be in place while this fix is in process.	Manual work-around in place as of 11/09/23. When the issue was first reported, an initial round of claim adjustments was completed between 01/03/24 - 01/12/24. Once the secondary fix is complete, any remaining claims impacted will be reprocessed. We estimate any additional claim adjustments to be completed between 07/01/24 - 07/30/24.	Fix in process

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<p>Confirmed Issue 386: CIA-6371 Claims billing CPT 81513 are denying for not reimbursable per plan policy in error.</p>	<p>Medicaid</p>	<p>11/20/23</p>	<p>01-Hospital (Outpatient); 80-Independent Laboratory</p>	<p>System fix completed on 02/15/24.</p>	<p>Claim adjustments were completed between: 03/06/24 - 03/08/24, 03/18/24 - 04/05/24, 04/15/24 - 05/09/24. Adjustments spanned over 30 days due to due to identification and correction of fallout claims. This issue is resolved and will be removed from the June 2024 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 395: CIA-6499 A portion of hospital claims processed between 12/15/23 - 12/20/23 did not reimburse contractual amount appropriately.</p>	<p>Medicaid & MyCare</p>	<p>12/26/23</p>	<p>01-Hospital (IP & OP)</p>	<p>This was an isolated incident due to server job priorities and was self-corrected with load balancing. An automated daily claims monitoring job has been in production as of 05/08/24 to identify if future claims are impacted. Monitoring has been in placed since 01/29/24 to ensure no other incidents occur.</p>	<p>Claim adjustments were completed between 02/29/24 - 03/08/24. No further claim adjustments were required after the automated daily claims monitoring job was put in production. This issue is resolved and will be removed from the June 2024 submission.</p>	<p>Resolved</p>

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<p>Confirmed Issue 397: CIA-6490 A portion of the home health/waiver fee schedules effective 01/01/24 were not loaded within 20 days from ODM posting to website.</p>	<p>Medicaid & MyCare</p>	<p>01/22/24</p>	<p>55-Waivered Services, Individual; 45-Waivered Services Organization, 16 & 60-Home Health Agency; 38-Private Duty Non-Agency RN or LPN; 25-Non-Agency Personal Care Aide</p>	<p>The majority of the fee schedule rates were loaded prior to 02/08/24. The remaining fee schedule updates were loaded on 02/21/24.</p>	<p>Claim adjustments were partially completed between 03/04/24 - 03/05/24 and 03/15/24 - 05/13/24. We estimate the remaining fallout claims to be adjusted between 05/15/24 - 05/31/24.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 399: CIA-6474 MyCare Medicaid Part B therapy claims are applying incorrect coordination of benefits.</p>	<p>Medicaid & MyCare</p>	<p>01/22/24</p>	<p>86-Nursing Facility</p>	<p>System fix completed on 03/06/24.</p>	<p>Manual work-around in place as of 01/22/2024. Claim adjustments were partially completed between 03/27/24 - 05/15/24. 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. Due to the volume, we estimate these adjustments to be completed between 06/15/24 - 07/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>

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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.	To correct issue, claim adjustments will require recouping payment made under Medicaid and reprocessing claims under Medicare as primary. Claim adjustments to process under Medicare as primary are in process and estimated to be completed between 06/01/24 - 07/01/24. Adjustments to recover the claims paid under Medicaid as primary are also in process and estimated to be completed between 07/01/24 - 07/31/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 403: CIA-6498 Behavioral Health telehealth claims billed in place of service 12 are denying for invalid location in error.	Medicaid & MyCare	01/24/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 04/03/24.	Claim adjustments were completed between 04/19/24 - 04/30/24. This issue is resolved and will be removed from the June 2024 submission.	Resolved
Confirmed Issue 405: CIA-6636 Inpatient DRG exempt rates effective 01/01/24 were not loaded timely	Medicaid	02/15/24	01-Hospital (Inpatient)	System fix completed on 03/12/24.	Claim adjustments were completed between 03/29/24 - 04/05/24 and 04/15/24 - 04/18/24. This issue is resolved and will be removed from the June 2024 submission.	Resolved

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Confirmed Issue 406: CIA-6646 Behavioral Health claims billing CPT H0038 are denying for procedure is inappropriate for diagnosis in error.	Medicaid & MyCare	02/20/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 03/04/24.	Claim adjustments were completed between 03/28/24 - 04/09/24 and 04/18/24 - 05/06/24. Adjustments spanned over 30 days due to due to identification and correction of fallout claims. This issue is resolved and will be removed from the June 2024 submission.	Resolved
Confirmed Issue 410: CIA-6692 Behavioral Health claims for members under 21 are denying for diagnosis code reasons in error.	Medicaid & MyCare	02/29/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 04/08/24.	Claim adjustments were partially completed between 04/22/24 - 05/13/24. The remaining claims are estimated to be completed between 05/15/24 - 05/31/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 412: CIA-6694 A portion of therapy claims for dates of service on or after 01/01/24 are not paying updated rates.	Medicaid & MyCare	02/29/24	39-Physical Therapist, Individual; 40-Speech Language Pathologist, Individual; 41-Occupational Therapist, Individual	System fix completed on 03/12/24.	Claim adjustments were completed between 03/15/24 - 04/11/24 and 04/23/24 - 05/06/24. Adjustments spanned over 30 days due to identification and remediation of fallout claims. This issue is resolved and will be removed from the June 2024 submission.	Resolved

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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	System fix is in development and estimated to be completed by 05/31/24.	We estimate adjustments to be completed between 07/01/24 - 07/31/24.	Fix in process
Confirmed Issue 414: CIA-6707 Claims billing E/M services with "TH" modifier are underpaying in error.	Medicaid & MyCare	03/05/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 71-Nurse Midwife Individual; 24-Physician Assistant; 21-Professional Medical Group	System fix completed on 03/08/24.	Claim adjustments were completed between 04/15/24 - 05/06/24. This issue is resolved and will be removed from the June 2024 submission.	Resolved

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<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. We estimate the remaining adjustments to be completed between 07/01/24 - 07/31/24 due to required contractual notification period.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 416: CIA-6651 Claims billed for mid-level practitioners are denying for missing/invalid modifier in error.</p>	<p>Medicaid</p>	<p>02/20/24</p>	<p>72-Nurse Practitioner, Individual; 71-Nurse Midwife Individual; 24-Physician Assistant</p>	<p>System fix completed on 04/04/24.</p>	<p>Claim adjustments were completed between 04/15/24 - 04/23/24. This issue is resolved and will be removed from the June 2024 submission.</p>	<p>Resolved</p>

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Confirmed Issue 417: CIA-6668 Outpatient hospital claim service lines are denying for a corresponding HCPCS/CPT code in error.	Medicaid & MyCare	02/22/24	01-Hospital (Outpatient)	System fix completed on 04/01/24.	Claim adjustments are in process and estimated to be completed between 06/01/24 - 06/30/24.	Fix is complete and claim adjustments are in process
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 are in process and estimated to be completed between 06/15/24 - 07/15/24.	Fix is complete and claim adjustments are in process
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	Due to competing priorities, additional time is needed for the system fix. We estimate this to be completed by 07/15/24. Manual work-around continues to be in place while fix is in process.	Manual work-around in place as of 04/08/24. While the system fix is in process, a claim adjustment project will be submitted to recover claims which paid in error. Due to the required notification period for recoveries, we estimate this to be completed between 07/15/24 - 08/15/24.	Fix in process

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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. We estimate adjustments to be completed between 07/15/24 - 08/15/24.	Fix is complete and claim adjustments are in process
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.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 06/15/24 - 07/15/24.	Fix is complete and claim adjustments are in process
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	System fix in process and estimated to be completed by 06/15/24.	Claim adjustments were partially completed on 04/05/24 and between 04/15/24 - 05/13/24. A subsequent adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/15/24 - 08/15/24.	Fix in process

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Confirmed Issue 425: CIA-6745 Various services processed under EAPG reimbursement methodology are denying for no payment per state methodology in error.	Medicaid & MyCare	03/19/24	01-Hospital (Outpatient); 46-Ambulatory Surgery Center	System fix completed on 04/18/24.	Claim adjustments are in process and estimated to be completed between 06/01/24 - 06/30/24.	Fix is complete and claim adjustments are 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	Additional time is needed for system fix. We estimate the system fix to be completed by 06/15/24.	Due to the additional time needed for system fix, we estimate adjustments to be completed between 07/15/24 - 08/15/24.	Fix in process
Confirmed Issue 427: CIA-6766 Behavioral Health claims billing ABA services are not pricing at the rates established under single case agreements in error.	Medicaid & MyCare	03/26/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	Issue caused by manual processing error. Education provided on 03/26/24.	Claim adjustments were partially completed between 04/04/24 - 04/08/24 and 04/15/24 - 05/13/24. We estimate the remaining payment adjustments to be completed between 05/15/24 - 05/31/24. Claim overpayment adjustments are estimated to be completed between 06/01/24 - 06/30/24 due to the required contractual notification period.	Fix is complete and claim adjustments are in process

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Confirmed Issue 428: CIA-6783 Claims billing T2042 and T2046 are denying for no authorization in error.	Medicaid & MyCare	03/26/24	44-Hospice	Issue determined to be caused by a manual processing error. Education provided on 04/30/24.	The majority of claims were adjusted between 04/22/24 - 05/13/24. We estimate the remaining fallout claims to be adjusted between 05/15/24 - 05/31/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 429: CIA-6772 Claims billing DME services are denying for unbundling in error.	Medicaid	03/07/24	76-Durable Medical Equipment Supplier; 72-Nurse Practitioner, Individual; 24-Physician Assistant	While the issue was identified by a third-party vendor on 03/07/24, Buckeye was first notified of this issue on 03/22/24. The system fix was completed on 03/07/24.	Claim adjustments were completed between 05/07/24 - 05/10/24. This issue is resolved and will be removed from the June 2024 submission.	Resolved
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	Additional time is needed for the system fix. We estimate this to be completed by 08/01/24.	We are currently identifying impacted claims for an initial round of adjustments. We estimate these to be completed between 06/15/24 - 07/15/24.	Fix in process

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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.	The initial round of claim adjustments were completed between 04/30/24 - 05/09/24. Additional impacted claims are currently being identified and estimated to be completed between 06/01/24 - 06/30/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 432: CIA-5650 Claims billing hearing aids for members over 21 years old on dates of service on or after 01/01/24 are underpaying in error.	Medicaid & MyCare	03/11/24	76-Durable Medical Equipment Supplier	It was determined that hearing aid pricing was no longer determined by age on 03/11/24. The system fix was completed on 04/20/24. However, it was not discovered that 5 or more providers were impacted until 04/20/24.	Claim adjustments were completed between 05/02/24 - 05/09/24. This issue is resolved and will be removed from the June 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 in process and estimated to be completed by 06/30/24.	Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 421. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/15/24 - 08/15/24.	Fix in process
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 are currently being identified for adjustment. We estimate adjustments to be completed between 06/15/24 - 07/15/24.	Fix is complete and claim adjustments are in process

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Confirmed Issue 435: CIA-6873 Claims billing CPT 81025 is denying procedure inappropriate for provider specialty in error.	Medicaid & MyCare	04/25/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix in process and estimated to be completed by 06/01/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/01/24 - 07/31/24.	Fix in process
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 in process and estimated to be completed by 06/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/15/24 - 08/15/24.	Fix in process
Potential 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 in process and estimated to be completed by 07/15/24.	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 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 in process and estimated to be completed by 06/15/24.	Manual work-around in place as of 05/09/24. Claim recoupment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 08/15/24 - 09/15/24 due to the required contractual notification period.	Fix in process

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Potential 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 in process and estimated to be completed by 07/15/24.	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 440: CIA-6857 Claims billing CPT code 99202 with "TH" modifier are underpaying in error.	Medicaid	04/19/24	20-Physician/Osteopath, Individual; 71-Nurse Midwife Individual; 72-Nurse Practitioner, Individual	System fix completed on 04/26/24.	Claim adjustments were completed between 05/02/24 - 05/08/24. This issue is resolved and will be removed from the June 2024 submission.	Resolved
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.	While system fix is in process, an initial round of claim adjustments will be completed. We estimate this to be completed between 07/15/24 - 08/15/24.	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	System fix in process and estimated to be completed by 08/15/24.	While system fix is in process, an initial round of claim adjustments will be completed. We estimate this to be completed between 07/15/24 - 08/15/24.	Fix in process