



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: March 15, 2021

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 the Issue	Date CPSE was First Identified	Status	Billing Provider Type Impacted by CPSE	All Dates and methods Providers Notified of CPSE	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers	Number of Claims Impacted
Confirmed Issue 105: CIA-2195 Definitive urine drug screening codes are not consistently applying benefit limits which is causing both under and overpayments.	1/15/2020	Resolved	21-Professional Medical Group 80-Independent Laboratory	Notification letter was posted to portal on 02/15/2020. Status Letter was uploaded to portal on 03/15/2020, 04/15/2020, 05/15/2020, 06/15/2020, 07/15/2020, 08/15/2020, 09/15/2020, 10/15/2020, 11/16/2020, 12/16/2020, 01/15/2021, and by 03/15/2021.	System fix completed 03/24/20.	Additional Payment Claim adjustments were completed between: 10/30/2020 11/20/2020 - 11/27/2020 11/30/2020 - 12/4/2020 12/08/2020 - 12/10/2020 12/16/2020 - 12/25/2020 01/01/2021 - 01/15/2021  Overpayment recovery adjustments were completed between: 02/12/2021 - 02/16/2021 02/24/2021 - 02/28/2021 03/02/2021 - 03/09/2021  Claim adjustments are complete and issue is resolved. This issue will be removed from our May, 2021 report.	10383

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<p>Confirmed Issue 145: CIA 2565 The Optum inpatient and outpatient 7/1/2020 weights and rates were not provided timely by Optum for implementation.</p>	<p>7/29/2020</p>	<p>Fix is Complete &amp; Adjustments are in Process</p>	<p>01-Hospital (IP &amp; OP)</p>	<p>Notification letter was posted to portal on 08/15/2020. Status letter was posted to portal on 09/15/2020, 10/15/20, 11/16/2020, 12/16/2020, 01/15/2021, and by 03/15/2021.</p>	<p>OP updated on an 8/7/20 Optum update.  Inpatient system fix completed on 08/25/20.</p>	<p>Additional Payment Claim adjustments were completed between: 11/17/2020 - 11/24/2020 12/04/2020 - 12/10/2020 01/01/2021 - 01/05/2021  Overpayment recoupment adjustments were partially completed between: 02/16/2021-02/26/2021 03/01/2021 - 03/09/2021 Due to the extended recovery notification period of certain providers, we anticipate remaining adjustments to occur between 04/01/21 - 05/01/21.</p>	<p>71083</p>

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<p>Confirmed Issue 154: CIA-2650 MyCare Medicaid DME Claims billed in location code 31, 32, and 33 are incorrectly processing.</p>	<p>9/11/2020</p>	<p>Fix is Complete &amp; Adjustments are in Process</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Notification letter was posted to portal on 09/15/2020. Status letter was posted to portal on 10/15/2020, 11/16/2020, 12/16/2020, 01/15/2021, and by 03/15/2021.</p>	<p>System fix completed on 03/08/21.</p>	<p>Manual work around in place as of 12/08/20. Claim adjustments are partially complete with adjustment dates between:                      01/19/2021 - 01/26/2021                      02/16/2021 - 02/26/2021                      03/04/2021 - 03/09/2021                       We anticipate remaining claim adjustments to be completed between 03/15/21 - 04/15/21.</p>	<p>114</p>
<p>Confirmed Issue 161: CIA-2670 Claims billing for CPT 99213 with SA, TH modifier are underpaying in error.</p>	<p>9/29/2020</p>	<p>Resolved</p>	<p>21-Professional Medical Group</p>	<p>Notification letter was posted to portal on 10/15/2020. Status letter was posted to portal on 11/16/2020, 12/16/2020, 01/15/2021, and by 03/15/2021.</p>	<p>System fix completed on 12/21/2020.</p>	<p>Claim adjustments were completed between:                      01/15/2021- 01/16/2021                      01/29/2021 - 02/02/2021                      02/08 /2021 - 02/16/2021                       Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.</p>	<p>6290</p>

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Confirmed Issue 162: CIA-2677 DME claims billed for K0017, E2224, E2226, E2378 are denying as non-covered in error.	9/30/2020	Resolved	76-Durable Medical Equipment Supplier	Notification letter was posted to portal on 10/15/2020. Status letter was posted to portal on 11/16/2020, 12/16/2020. 01/15/2021, and by 03/15/2021.	System fix completed on 01/04/2021.	<p>Claim adjustments were completed between:                      01/19/21 - 01/22/21                      02/05/21 - 02/09/21                      02/16/21 - 02/26/21                      03/02/21 - 03/09/21</p> <p>Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.</p>	124
Confirmed Issue 163: CIA-2543 Claims billed with CPT S9445 and S9446 are denying in error.	10/5/2020	Resolved	01-Hospital (Outpatient)	Notification letter was posted to portal on 10/15/2020. Status letter was posted to portal on 11/16/2020, 12/16/2020. 01/15/2021, and by 03/15/2021.	System fix was completed on 11/23/2020.	<p>Claim adjustments were completed between 01/15/21 - 01/29/21 and 02/02/21- 02/05/21.</p> <p>Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.</p>	240

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Confirmed Issue 165: CIA-2759 Claims billed with CPT 90651 are incorrectly denying for members aged 27-46.	11/16/2020	Resolved	01-Hospital (Outpatient)  12-Federally Qualified Health Center  20-Physician/osteopath, individual  21-Professional Medical Group  50-Clinic	Notification letter posted to portal on 12/16/2020. Status letter was posted on 01/15/2021, and by 03/15/2021.	System fix completed on 11/19/2020.	Claim adjustments were completed between 01/19/2021 - 01/22/21 and 01/29/21 - 02/02/21. Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.	257
Confirmed Issue 166: Behavioral Health inpatient claims for a small group of Hospitals are underpaying in error for claims received after 09/15/2020.	11/16/2020	Resolved	01-Hospital (Inpatient)	Notification letter posted to portal on 12/16/2020. Status letter was posted on 01/15/2021, and by 03/15/2021.	System fix completed on 11/23/2020.	Claim adjustments were completed between 02/16/21 - 02/26/21. Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.	71

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Confirmed Issue 167: CIA-2642 Telehealth Services in place of service code 02 are paying in error for dates of service after 11/15/2020.	11/25/2020	Fix is Complete & Adjustments are in Process	21-Professional Medical Group 20-Physician/osteopath, individual	Notification letter posted to portal on 12/16/2020. Status letter was posted on 01/15/2021, and by 03/15/2021.	System fix completed on 01/04/21.	Due to the extended recovery notification period associated with impacted providers, recoupment adjustments are estimated to be complete between 04/25/21 - 05/25/21.	3150
Confirmed Issue 168: CIA-2850 DME claims are denying for being a deleted code in error.	12/2/2020	Fix is Complete & Adjustments are in Process	76-Durable Medical Equipment Supplier	Notification letter posted to portal on 12/16/2020. Status letter was posted on 01/15/2021, and by 03/15/2021.	System fix completed on 01/25/21.	Claim adjustments were partially completed between 02/23/21 - 02/26/21 and 03/01/21 - 03/9/21. We anticipate remaining adjustments to be completed between 04/01/21 - 05/01/21	Pending

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<p>Confirmed Issue 169: CIA-2859 Claims for inpatient stays are denying for no authorization in error when outpatient services were performed within 72 hours prior to admission.</p>	<p>12/2/2020</p>	<p>Resolved</p>	<p>01-Hospital (Inpatient)</p>	<p>Notification letter posted to portal on 12/16/2020. Status letter was posted on 01/15/2021, and by 03/15/2021.</p>	<p>System fix completed on 12/16/20.</p>	<p>Claim adjustments were completed between 02/23/21 - 02/26/21 and 03/02/21 - 03/03/21.  Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.</p>	<p>51</p>
<p>Confirmed Issue 171: CIA-2817 Recent update to modifier 25 process inadvertently caused unbundling denials in error.</p>	<p>11/20/2020</p>	<p>Resolved</p>	<p>21-Professional Medical Group 50-Clinic 72-Nurse Practitioner Individual 24-Physician Assistant 01-Hospital (IP &amp; OP) 20-Physician/osteopath, individual</p>	<p>Notification letter posted to portal on 12/16/2020. Status letter was posted on 01/15/2021, and by 03/15/2021.</p>	<p>System fix completed on 12/04/2020.</p>	<p>Claim adjustments were completed between 02/16/21 - 02/26/21 and 03/01/21 - 03/09/21.  Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.</p>	<p>1343</p>

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Confirmed Issue 172: MyCare Medicare physician claims for nursing facility members are denying for missing or invalid admission date in error.	12/8/2020	Resolved	20-Physician/osteopath, individual 42-Psychologist, Individual 24-Physician Assistant 72-Nurse Practitioner Individual	Notification letter posted to portal on 12/16/2020. Status letter was posted on 01/15/2021, and by 03/15/2021.	System fix completed on 01/04/2021.	Claim adjustments were completed between: 01/25/21- 01/28/21 02/18/21 - 02/25/21 03/01/21 - 03/10/21  Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.	3498
Confirmed Issue 173: Outpatient Hospital claims billed with mixed services are denying for invalid diagnosis code in error.	12/9/2020	Fix is Complete & Adjustments are in Process	01-Hospital (Outpatient)	Notification letter posted to portal on 12/16/2020. Status letter was posted on 01/15/2021, and by 03/15/2021.	System fix completed on 01/16/21.	Claims were partially adjusted between 03/08/21 - 03/09/21.  We anticipate remaining claims to be adjusted between 04/01/21 - 05/01/21.	Pending
Potential issue 174: CIA-3978 Medicaid Secondary Claims with Non-Covered EAPG codes are not applying correct coordination of benefits to primary commercial payment.  Upon further review, this was determined not to be a CPSE issue.	12/16/2020	Resolved	01-Hospital (Outpatient)	Notification letter was posted to portal on 01/15/2021. Status letter to be posted by 03/15/21.	NA	Based on feedback from ODM, claims are processing appropriately. This was determined to be provider billing error and will be removed from the May, 2021 report.	NA



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Confirmed Issue 175: Behavioral Health claims for H0036 in LC 53 are denying in error.	12/22/2020	Fix is Complete & Adjustments are in Process	95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider	Notification letter was posted to portal on 01/15/2021. Status letter to be posted by 03/15/21.	System fix completed on 01/21/2021.	Claim adjustments were partially completed between 02/26/21 - 03/05/21. We anticipate the remaining claims to be adjusted between 03/15/21 - 04/15/21.	1068
Potential Issue 176: CIA-2874 Outpatient Skilled Nursing Therapy claims are processing as globalized in error.  Upon further review, this was determined not to be a CPSE issue.	1/4/2021	Resolved	86-Nursing Facility	Notification letter was posted to portal on 01/15/2021. Status letter to be posted by 03/15/21.	NA	This was determined to be provider billing error and will be removed from the May, 2021 report.	NA
Confirmed Issue 177: Behavioral Health claims for non-CMHC providers billing CPT codes 99201-99215 in place of service 12 (home) are denying in error.	12/22/2020	Fix is Complete & Adjustments are in Process	72-Nurse Practitioner Individual  24-Physician Assistant  20-Physician/osteopath, individual  42-Psychologist, Individual	Notification letter was posted to portal on 01/15/2021. Status letter to be posted by 03/15/21.	System fix completed on 01/21/2021.	Claim adjustments were partially completed between 03/01/21 - 03/09/21. We anticipate the remaining claims to be adjusted between 03/15/21 - 04/15/21.	Pending

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<p>Confirmed Issue 178: CIA-3969 Outpatient Hospital and Ambulatory Surgery Center claims billed using modifier JW (discarded drug not administered) caused a limited number of claims to pay \$0.00.</p>	<p>12/22/2020</p>	<p>Fix is Complete &amp; Adjustments are in Process</p>	<p>46-Ambulatory Surgery Center 01-Hospital (Outpatient)</p>	<p>Notification letter was posted to portal on 01/15/2021. Status letter to be posted by 03/15/21.</p>	<p>System fix is in process with an estimated completion date of 01/18/2021. 03/15/21 Update: System fix completed on 01/25/21.</p>	<p>Impacted claims are currently being identified, reviewed, and considered for adjustment. Claim adjustments are expected to be complete between 04/01/21 - 05/01/21.</p>	<p>Pending</p>
<p>Potential Issue 179: Medical Health Claims for CPT 87426 are denying for needing a description report in error.  Upon further review, this was determined not to be a CPSE issue.</p>	<p>1/11/2021</p>	<p>Resolved</p>	<p>21-Professional Medical Group</p>	<p>Notification letter to be posted to portal by 03/15/2021.</p>	<p>NA</p>	<p>This was determined to be provider billing error and will be removed from the May, 2021 report.</p>	<p>NA</p>
<p>Potential Issue 180: CIA-2884 DME claims billed for CPT K0108 with modifier RB are denying for invalid modifier in error.  Upon further review, this was determined not to be a CPSE issue.</p>	<p>01/15/21</p>	<p>Resolved</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Notification letter to be posted to portal by 03/15/2021.</p>	<p>System Fix in process. 03/15/21 Update: System fix completed on 02/02/21.</p>	<p>This was determined not to be a CPSE issue as less than 25 providers were impacted. All impacted claims were adjusted between 02/19/21 - 03/04/21. This issue will be removed from the May, 2021 report.</p>	<p>23</p>

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Confirmed Issue 181: Behavioral Health claims are denying for missing or invalid modifier in error.	01/18/21	Fix is Complete & Adjustments are in Process	95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider	Notification letter to be posted to portal by 03/15/2021.	System fix completed on 02/11/21.	Claims adjustment projects have been submitted and were partially adjusted between 03/02/21 - 03/09/21. We anticipate the remaining claims to be adjusted between 04/01/21 - 05/01/21. Manual work-around in place as of 01/21/2021.	15296
Confirmed Issue 182: Failure to load Medical Claims 837 Files.	01/14/21	Resolved	82-Ambulance 27-Chiropractor Individual 01-Hospital (Inpatient) 16 & 60-Home Health Agency 80-Independent Laboratory 72-Nurse Practitioner Individual 86-Nursing Facility 20-Physician/osteopath, individual 39-Physical Therapist, Individual	Notification letter to be posted to portal by 03/15/2021.	System fix completed on 01/19/2021.	Claim adjustments were completed between 01/20/2021 - 01/22/2021.  Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.	1086

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<p>Confirmed Issue 183: CIA-2921 Claims are denying for not being registered with state Medicaid in error.</p>	<p>01/22/21</p>	<p>Resolved</p>	<p>00-All provider types</p>	<p>Notification letter to be posted to portal by 03/15/2021.</p>	<p>System fix completed on 02/11/2021.</p>	<p>Manual work-around in place as of 01/26/2021. Claim adjustments were completed between 02/17/21 - 02/22/21 and 02/26/21 - 03/04/21. Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.</p>	<p>943</p>
<p>Potential Issue 184: CIA-4017 Secondary MyCare Medicaid DME claims are denying for missing or invalid modifier in error.</p>	<p>01/27/21</p>	<p>Fix in Process</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Notification letter to be posted to portal by 03/15/2021.</p>	<p>System fix is in process with estimated completion date of 04/30/2021.</p>	<p>A manual work-around will be in place by 03/31/2021. Claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 05/15/21 - 06/20/21.</p>	<p>Pending</p>

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<p>Potential Issue 185: CIA-4019 Claims billed with CPT 96450 for dates of service after 10/01/2020 are denying for incorrect diagnosis code in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	01/25/21	Resolved	20-Physician/osteopath, individual	Notification letter to be posted to portal by 03/15/2021.	NA	This was determined not to be a CPSE issue as less than 25 providers were impacted. Any impacted claims will be reprocessed within 30 days. This issue will be removed from the May, 2021 report.	NA
<p>Potential issue 186: CIA- 4022 Inpatient claims are denying for missing or invalid. Present on Admission (POA) indicator in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	01/25/21	Resolved	01-Hospital (Inpatient)	Notification letter to be posted to portal by 03/15/2021.	NA	Upon further review, this was determined to be provider billing error. This issue will be removed from our May, 2021 report.	NA
<p>Potential Issue 187: CIA-4024 Paper claims billed with for multiple deliveries are denying for exceeding MUE limitation in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	01/28/21	Resolved	20-Physician/osteopath, individual	Notification letter to be posted to portal by 03/15/2021.	NA	This was determined not to be a CPSE issue as less than 25 providers were impacted. The impacted claim was adjusted on 02/02/21. This issue will be removed from the May, 2021 report.	1

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<p>Potential Issue 188: Original Behavioral Health claims were not adjusted when a corrected claim was received.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	01/26/21	Resolved	<p>95-ODADAS Certified/Licensed (SUD) Treatment Program</p> <p>84-Ohio Department of Mental Health (Community Mental Health) Provider</p>	Notification letter to be posted to portal by 03/15/2021.	NA	This was determined not to be a CPSE issue as less than 25 providers were impacted. The impacted claims were submitted for recoupment. This issue will be removed from the May, 2021 report.	24
<p>Confirmed Issue 189: Behavioral health claims which billed CPT 90832 with modifier U2, U3, or U4 in first position and either GT or no modifier in second position overpaid in error.</p>	1/15/2021	Fix is Complete & Adjustments are in Process	<p>95-ODADAS Certified/Licensed (SUD) Treatment Program</p> <p>84-Ohio Department of Mental Health (Community Mental Health) Provider</p>	Notification letter to be posted to portal by 03/15/2021.	System Fix completed on 01/20/21.	Claim adjustments are in process. Due to required notification period for all recoveries, we estimate adjustments to be completed between 04/01/21 - 05/01/21.	5203
<p>Potential Issue 190 CIA-4046: CPT code CPT code J0791 continues to deny for not reimbursable per state guidelines.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	02/05/21	Resolved	20-Physician/osteopath, individual	Notification letter to be posted to portal by 03/15/2021.	NA	Upon further review, this was determined to be provider billing error. This issue will be removed from our May, 2021 report.	NA

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<p>Potential Issue 191 CIA-4047: Claims continues to deny for missing/incomplete/invalid last seen/visit date post-partum date in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	02/05/21	Resolved	20-Physician/osteopath, individual	Notification letter to be posted to portal by 03/15/2021.	NA	Upon further review, this was determined to be provider billing error. This issue will be removed from our May, 2021 report.	NA
<p>Potential issue 192: CIA-4054 Claims billed with multiple units for CPT H0045 are processing and paying as one unit in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	02/08/21	Resolved	86-Nursing Facility	Notification letter to be posted to portal by 03/15/2021.	NA	This was determined not to be a CPSE issue as less than 25 providers were impacted. The impacted claims were submitted for adjustment. This issue will be removed from the May, 2021 report.	3
<p>Potential Issue 193: Medication Administered by Medical Personnel codes are denying for invalid diagnosis code in error when being used to treat Alcoholism.</p>	02/09/21	Fix is Complete & Adjustments are in Process	<p>95-ODADAS Certified/Licensed (SUD) Treatment Program</p> <p>84-Ohio Department of Mental Health (Community Mental Health) Provider</p>	Notification letter to be posted to portal by 03/15/2021.	System fix completed on 02/23/2021.	Claim adjustments are in process. We estimate adjustments to be complete between 04/15/21 - 05/21/21.	Pending

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Confirmed Issue 194: CIA-2686 Claims billed with CPT B9998 are denying for incorrect CPT/HCPCS/ REV/MOD or unlisted code based on CPT/CMS guidelines in error.	02/11/21	Resolved	76-Durable Medical Equipment Supplier	Notification letter to be posted to portal by 03/15/2021.	System fix completed on 02/25/2021.	Claim adjustments were completed between 02/26/21 - 02/27/21 and 03/03/21 -03/09/21. Claims are adjusted and issue is resolved. Issue will be removed from the May, 2021 report.	281
Confirmed Issue 195: Claims submitted by Independent Provider through Secure Web Portal are front-end rejecting for invalid NPI in error.	02/12/21	Resolved	55-Waivered Services Individual 38-Private Duty Non-Agency RN or LPN 25-Non-Agency Personal Care Aide 26-Non-Agency Home Care Attendant	Notification letter to be posted to portal by 03/15/2021.	System fix completed on 02/12/2021.	After system fix was implemented, impacted Providers were advised to resubmit claims through Secure Web Portal. As claims were front-end rejections, adjustments are not available. Issue is resolved and will be removed from the May, 2021 report.	NA



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<p>Potential Issue 196: MyCare Medicare skilled nursing claims billing multiple line using the same REV/HCPCS are denying as duplicate in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	02/15/21	Resolved	86-Nursing Facility	Notification letter to be posted to portal by 03/15/2021.	NA	It was determined less than 25 providers were impacted. All impacted claims were adjusted between 02/25/21 - 03/03/21. This issue will be removed from the May, 2021 report.	3
<p>Potential Issue 197: CIA-4080 Claims billed with for CPT codes 95810 and 95811 are denying for missing or invalid modifier in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	02/19/21	Resolved	20-Physician/osteopath, individual	Notification letter to be posted to portal by 03/15/2021.	System fix in process and estimated to be complete by 04/15/21.	It was determined less than 25 providers were impacted. Once fix is complete, claims will be adjusted. This issue will be removed from the May, 2021 report.	NA
<p>Potential Issue 198: Claims are getting rejected on the front end for 99072 PPE supplies.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	02/19/21	Resolved	20-Physician/osteopath, individual	Notification letter to be posted to portal by 03/15/2021.	NA	Upon further review, this was determined to be provider billing error. This issue will be removed from our May, 2021 report.	NA

Description of the Issue	Date CPSE was First Identified	Status	Billing Provider Type Impacted by CPSE	All Dates and methods Providers Notified of CPSE	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers	Number of Claims Impacted
<p>Potential Issue 199: BH Claims are denying for no authorization in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	02/19/21	Resolved	<p>95-ODADAS Certified/Licensed (SUD) Treatment Program</p> <p>84-Ohio Department of Mental Health (Community Mental Health) Provider</p>	Notification letter to be posted to portal by 03/15/2021.	NA	It was determined less than 25 providers were impacted. Impacted claims have been submitted for adjustment. This issue will be removed from May, 2021 submission.	17
<p>Potential Issue 200: CIA-4093 Medical claims billing CPT code 96372 are denying for needing to be billed with J code in error.</p>	02/23/21	Fix in Process	<p>35-Optometrist Individual</p> <p>20-Physician/osteopath, individual</p>	Notification letter to be posted to portal by 03/15/2021.	System fix is in process with an estimated completion date of 04/15/2021.	Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate claim adjustments to be completed between 05/15/21 - 06/15/21.	Pending
<p>Potential Issue 201: Behavioral Health Psychological testing claims are denying for exceeding benefit limitation in error.</p>	02/24/21	Fix in Process	<p>95-ODADAS Certified/Licensed (SUD) Treatment Program</p> <p>84-Ohio Department of Mental Health (Community Mental Health) Provider</p>	Notification letter to be posted to portal by 03/15/2021.	System fix is in process with an estimated completion date of 04/10/2021.	Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate claim adjustments to be completed between 05/15/21 - 06/15/21.	Pending

Description of the Issue	Date CPSE was First Identified	Status	Billing Provider Type Impacted by CPSE	All Dates and methods Providers Notified of CPSE	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers	Number of Claims Impacted
<p>Potential Issue 202: CIA-4137 MyCare Nursing Facility Claims with COVID diagnosis are not applying patient liability appropriately.</p>	03/04/21	Adjustments in Process	86-Nursing Facility	Notification letter to be posted to portal by 03/15/2021.	<p>No system fix required. Issue determined to be a manual processing issue. Corrective action performed on 03/12/21.</p>	<p>Impacted claims are currently being identified for adjustment. We estimate claim adjustments to occur between 04/25/21 - 05/25/21.</p>	Pending
<p>Potential Issue 203: CIA-4128 Inpatient Hospital Stays billed with 01/01/21 only effective diagnosis code with stay spanning between 2020 and 2021 are denying for invalid diagnosis code.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	03/05/21	Resolved	01-Hospital (Inpatient)	Notification letter to be posted to portal by 03/15/2021.	NA	<p>Upon further review, this was determined to be provider billing error. This issue will be removed from our May, 2021 report.</p>	NA
<p>Potential Issue 204: CIA-4143 Home delivered meals (CPT S5170) claims submitted through web portal for MyCare members are processing through Medicare in error.</p>	03/05/21	Fix in Process	<p>45-Waivered Services Organization</p> <p>55-Waivered Services Individual</p>	Notification letter to be posted to portal by 03/15/2021.	<p>This issue is being researched. If needed, we estimate a system fix completion date of 04/15/21.</p>	<p>Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate adjustments to be completed between 05/01/21 - 05/31/21.</p>	Pending

Description of the Issue	Date CPSE was First Identified	Status	Billing Provider Type Impacted by CPSE	All Dates and methods Providers Notified of CPSE	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers	Number of Claims Impacted
<p>Potential Issue 205: CIA-4133 MyCare hospice claims billing T2046 are incorrectly denying under Medicaid for needing primary insurance information in error.</p>	<p>03/05/21</p>	<p>Fix in Process</p>	<p>44-Hospice</p>	<p>Notification letter to be posted to portal by 03/15/2021.</p>	<p>This issue is being researched. If needed, we estimate a system fix completion date of 04/15/21.</p>	<p>Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate adjustments to be completed between 05/01/21 - 05/31/21.</p>	<p>Pending</p>