



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: November 15, 2020

Listed below are current Claims Payment Systemic Errors (CPSE). The issues are reported in descending order with the most recently identified issue listed first. This log is updated at least every 30 days. Buckeye Health Plan encourages you to review this log often and prior to contacting Buckeye Health Plan Provider Contact Center. A list of resolved issues is also available at the end of this list. 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 First Identified | Status Updates | Provider Type Impacted | Projected Timeline for Fixing CPSE | Date of Corrected Payment/Adjustment to Providers |
|---|-----------------------|---------------------|--|--|--|
| Issue 164: CIA-2690. Medicaid Dialysis claims billing for revenue codes 821 841, 851, 881 without accompanying procedure codes are paying in error. | 10/8/2020 | Ongoing Remediation | 59-End-Stage Renal Disease (Dialysis) Clinic | System fix completed on 10/23/2020. | We estimate adjustments to be completed between 12/23/20 - 01/23/21. |
| Issue 163: CIA-2543. Claims billed with CPT S9445 and S9446 are denying in error. | 10/5/2020 | Ongoing Remediation | 01-Outpatient Hospital | System fix is in process with estimated completion date of 12/20/20. | We estimate adjustments to be completed between 01/20/21 - 02/20/21. |
| Issue 162: CIA-2677. DME claims billed for K0017, E2224, E2226, E2378 are denying as non-covered in error. | 9/30/2020 | Ongoing Remediation | 76-Durable Medical Equipment Supplier | System fix is in process with estimated completion date of 11/30/20. | We estimate adjustments to be completed between 12/30/20 - 01/31/21. |
| Issue 161: CIA-2670. Claims billing for CPT 99213 with SA, TH modifier are underpaying in error. | 9/29/2020 | Ongoing Remediation | 21-Professional Medical Group | System fix is in process with estimated completion date of 11/30/20. | We estimate adjustments to be completed between 12/30/20 - 01/31/21. |
| Issue 158: Behavioral Health Claims billing for H2019 and H2017 with GT modifier are denying in error. | 9/18/2020 | Ongoing Remediation | 84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program | System fix completed on 10/27/2020. | We estimate adjustments to be completed between 12/15/20 - 01/20/21. |

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| Issue 154: MyCare Medicaid DME Claims billed in location code 32 are incorrectly processing. | 9/11/2020 | Ongoing Remediation | 76-Durable Medical Equipment Supplier | Root cause analysis is complete. We estimate the system fix to be completed by 12/20/20. | We estimate adjustments to be completed between 01/20/21 - 02/20/21. |
| issue 152: CIA-2617. MyCare Medicaid claims are applying incorrect coordination of benefits and denying in error. | 8/31/2020 | Ongoing Remediation | 76-Durable Medical Equipment Supplier | Root cause analysis is complete. We estimate the system fix to be completed by 12/20/20. | We estimate adjustments to be completed between 1/20/21 - 02/20/21. |
| Issue 151: CIA-2612. Claims which billed wheelchair DME codes are denying for missing or invalid modifier in error. | 8/26/2020 | Ongoing Remediation | 76-Durable Medical Equipment Supplier | System fix completed on 10/27/20. | Claim adjustments are in process with estimated completion date between 12/15/20 - 01/15/21. |
| Issue 145: CIA 2565. The Optum inpatient and outpatient 7/1/2020 weights and rates were not provided timely by Optum for implementation. | 7/29/2020 | Ongoing Remediation | 01- Inpatient and Outpatient Hospitals | Outpatient system fix completed on an 8/7/20 and Inpatient system fix completed on 08/25/20. | Outpatient claim adjustment projects are in process with an estimated completion date between 11/20/20 - 12/20/20. Inpatient adjustments will may require additional time to allow for notification period. We estimate recoupment adjustments between 12/20/20- 01/31/21. |
| Issue 137: CIA-2409. CPT Codes 87635 and U0002 are incorrectly being denied. | 7/24/2020 | Ongoing Remediation | 01-Outpatient Hospital 21-Professional Medical Group 50-Clinic 80-Independent Laboratory | As the manual fix for issue is in place and is preventing claims from denying incorrectly since 07/24/20, the system fix has been held to prioritize other fixes which require attention. | Claim adjustment project is complete with adjustment dates between: 09/18/20 - 09/24/20 09/30/20 - 10/07/20. |

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| Issue 136: CIA 2531. Physical therapy PT Service are underpaying in error. | 7/23/2020 | Ongoing Remediation | 21-Professional Medical Group 50-Clinic | System fix completed on 08/17/2020 | Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimated adjustments to be completed between 10/15/20 - 11/15/20. |
| Issue 135: CIA- 2522. Services which should have applied global processing were paid in error. | 7/23/2020 | Ongoing Remediation | 21-Professional Medical Group | System fix completed on 07/29/2020 | Claim adjustment projects have been submitted with estimated completion date between 12/20/20 - 01/20/21. |
| Issue 129: Behavioral Health outpatient claims incorrectly processed according to Optum EAPG Version 3.14 update to Optum EAPG Version 3.14 update. | 6/16/2020 | Ongoing Remediation | 01-Outpatient Hospital | System fix completed on 09/16/2020. | Claim adjustments are estimated to be completed between 11/15/20- 12/20/20. |
| Issue 109: CIA-2210. Select services which are excluded from Medicare coverage are not processing correctly under Medicaid as primary. | 1/23/2020 | Ongoing Remediation | 12-Federally Qualified Health Center 21-Professional Medical Group 50-Clinic 82-Ambulance | System fix completed on 07/24/20 | Initial claim adjustment project complete. Batch processing of impacted claims complete with adjustment date range 06/16/20 - 06/26/20. Fallout claims processed between 07/15/20- 07/17/20. Additional claim adjustments are underway. We expect adjustments to be completed between 11/15/20- 12/20/20. |

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| Issue 108: CIA-2250. Dialysis claims with bill type 721 are paying incorrectly. | 1/22/2020 | Ongoing Remediation | 59-End-Stage Renal Disease (Dialysis) Clinic | System fix completed on 07/31/2020. Manual work-around has been in place since 06/15/2020. | Initial adjustment projects were completed with payment dates 04/19/20 - 04/25/20 and 05/14/20-05/20/20. Final claim adjustments were partially completed on 11/11/20. The remaining claim adjustments are estimated to be completed between 12/01/20- 01/31/21. |
| 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 | Ongoing Remediation | 21-Professional Medical Group 80-Independent Laboratory | System fix completed 03/24/20 | Claim adjustments were partially completed 10/30/20. We estimate the remaining adjustments to be completed between 11/20/20 - 12/20/20. We anticipate overpayment adjustments to be completed between 12/20/20 - 1/20/21. |
| Issue 85: SNF Claims for dates of service 10/17/19 and after underpaid or overpaid and did not pay the updated rate per ODM effective for split claims billed after 10/17/19. | 10/30/2019 | Ongoing Remediation | 86-Nursing Facility | No configuration fix necessary. This was a manual processing procedural error. | <p>3 of 4 projects submitted for this issue have been completed with payment date ranges below:</p> <p style="text-align: center;">12/17/2019-12/18/2019 01/10/2020- 01/13/2020 03/25/2020- 03/30/2020 04/21/2020-04/24/2020 05/01/2020-05/06/2020</p> <p>Final claim adjustments are partially complete with adjustments between 10/15/20 - 10/17/20. We estimate the remaining adjustment dates between 11/20/20 - 12/20/20.</p> |

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| Issue 84: CIA-790. HCI maximum unit allowance for hydration services (96360 and 96361) causing incorrect payments for EAPG claims. | 6/18/2019 | Ongoing Remediation | 01-Outpatient Hospital | System fix completed 10/10/2019. | Batch processing completed between 04/21/20- 04/24/20. Fallout claims were processed between 04/28/20-05/01/20 and 05/14/20-05/21/20. Remaining claim adjustments were partially completed between 10/06/20 -10/07/20 and 10/15/20 - 10/16/20. Remaining adjustments are estimated to be completed between 11/20/20 - 12/20/20. |
| Issue 82: Dialysis claims for J0606 and J0604 failing to pay coinsurance and deductible. | 11/22/2019 | Ongoing Remediation | 59-End-Stage Renal Disease (Dialysis) Clinic | Analysis has determined that this error was due to a manual processing issue. Coaching and feedback has been provided as of 3/10/2020. | Initial project submitted for issue has been resolved with payment dates of 04/23/20- 04/29/20. Final claim adjustments were partially completed on 11/11/20. The remaining claim adjustments are estimated to be completed between 12/01/20- 01/31/21. |
| Issue 75: Skilled Nursing Rates. Claims for dates of service 07/18/19 underpaid and did not pay the updated rate per ODM effective for split claims billed after 07/18/19. Per ODM, claims for July 2019 were to be split into multiple lines and not to overlap date of service 07/18/19. Claims required adjustment for correct pricing. Updated 07/18/19 rates have already been loaded, but impacted claims still need to be submitted on project. | 10/30/2019 | Ongoing Remediation | 86-Nursing Facility | The configuration fix was completed by 12/30/2019. | <p>3 of 4 projects submitted for this issue have been completed with payment date ranges below:</p> <p style="text-align: center;"> 12/17/2019-12/18/2019 01/10/2020- 01/13/2020 03/25/2020- 03/30/2020 04/21/2020-04/24/2020 05/01/2020-05/06/2020 </p> <p>Claim adjustments are partially complete with adjustments between 10/15/20 - 10/17/20. We estimate the remaining adjustments to be completed between 11/20/20 - 12/20/20.</p> |

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| <p>Issue 44: CIA-1843. Claims for Revenue code 637 incorrectly denying for invalid NDC.</p> | <p>7/3/2019</p> | <p>Ongoing Remediation</p> | <p>50-Clinic 01-Outpatient Hospital</p> | <p>System fix completed on 09/11/2020. Manual work around in place of 07/10/20.</p> | <p>Initial round of adjustments contained 5 projects. The paid date ranges for these projects are listed below:</p> <p style="text-align: center;">11/26/19-12/02/19 12/04/19-12/09/19 03/09/20-03/16/20 03/20/20- 03/23/20 03/25/20-03/31/20</p> <p>Final claim adjustments are in process with estimated completion date between 11/20/2020 and 12/20/2020.</p> |
| <p>Issue 34: CIA-1836. The EAPG processor is incorrectly denying some MyCare claims where Medicare billing procedures conflict with EAPG hierarchy.</p> | <p>5/6/2019</p> | <p>Ongoing Remediation</p> | <p>01-Outpatient Hospital 46-Ambulatory Surgery Center</p> | <p>Claim holds and manual processing was implemented as of 07/31/2019. We have determined this is resolved as of 2/10/2020.</p> | <p>First claim adjustment project was completed with payments made between 10/21/2019 and 10/28/2019.</p> <p>Submission of post payment audit project still in process with an estimated adjustment date range of 11/15/2020 - 12/20/2020.</p> |
| <p>Potential Issue 160: CIA-2646. MyCare Medicaid Nursing Facility claims billing revenue code 220 are denying for needing primary insurance EOP in error.</p> <p>Upon further review, this was determined not to be a CPSE.</p> | <p>9/18/2020</p> | <p>Resolved</p> | <p>86- Nursing Facility</p> | <p>This was determined to be provider billing error.</p> | <p>NA</p> |

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| <p>Issue 159: Behavioral Health Claims billing for T1002 and T1003 are denying for missing or invalid modifier in error when modifier GT is billed.</p> | 9/18/2020 | Resolved | <p>84-Ohio Department of Mental Health (Community Mental Health) Provider</p> <p>95-ODADAS Certified/Licensed (SUD) Treatment Program</p> | System fix completed on 10/01/2020. | Claim adjustments were completed between 10/27/20 -11/03/20. |
| <p>Potential Issue 157: 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.</p> | 9/18/2020 | Resolved | 79-Independent Diagnostic Testing Facility | This was determined to be provider billing error. | NA |
| <p>Potential Issue 156: Outpatient Hospital multi-day claims for CPT codes 96366 and 96367 are denying in error as add-on when primary code is billed.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p> | 9/18/2020 | Resolved | 01-Outpatient Hospital | This was determined to be provider billing error. | NA |
| <p>Potential Issue 155: MyCare Hospital Outpatient Claims for infusion and injections services are inappropriately bundling or applying NCCI edits.</p> <p>Upon further review, this was determined not to be a CPSE.</p> | 9/18/2020 | Resolved | 01-Outpatient Hospital | This was determined to be provider billing error. | NA |

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| <p>Issue 153: MyCare Behavioral Health claims for CPT 99441-99444 processes under Medicaid as primary in error.</p> | <p>9/10/2020</p> | <p>Resolved</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 09/16/20.</p> | <p>Claim adjustments were completed between 10/16/20- 10/18/20.</p> |
| <p>Issue 150: CIA-2599. Claims for waiver services are denying EX48 for non-covered in error.</p> | <p>8/17/2020</p> | <p>Resolved</p> | <p>55-Waivered Services Individual 45-Waivered Services Organization</p> | <p>System fix completed on 08/28/2020. There is a manual work around in place as of 08/25/2020.</p> | <p>Claim adjustments were completed between 09/18/20 - 09/25/20.</p> |
| <p>Potential issue 149: MyCare Behavioral Health Claims which bill 90791 incorrectly paid as primary under both Medicare and Medicaid. After further review, this was determined to not be a CPSE issue.</p> | <p>9/11/2020</p> | <p>Resolved</p> | <p>84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program 20-Physician/osteopath, individual</p> | <p>This was determined to be provider billing error.</p> | <p>NA</p> |
| <p>Issue 148: Ostomy supplies for MyCare Medicare claims are incorrectly denying for NDC. After further review, this was determined to not be a CPSE issue.</p> | <p>8/21/2020</p> | <p>Resolved</p> | <p>76-Durable Medical Equipment Supplier</p> | <p>This was determined to be provider billing error.</p> | <p>NA</p> |

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| Issue 147: H0048 is denying for no authorization in error when T1002 or T1003 is billed on same date. | 8/19/2020 | Resolved | 84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program | System fix completed on 08/27/2020. | Claim adjustments were completed between 10/20/20 - 10/27/20. |
| Issue 146: A manual edit was temporarily applied and captured additional claims in error causing \$0 payment on dental claims. | 8/14/2020 | Resolved | 30-Dentist, Individual | This was a manual edit which was removed on 08/14/2020. | Impacted claims were adjusted on 08/18/2020. |
| Potential Issue 144: Lab code U0004 denying for missing or invalid NDC. Upon further review, this was determined not to be a CPSE Issue. | 8/13/2020 | Resolved | NA | Claim adjustments are expected to be complete between 11/01/20 - 11/30/20. | Upon further review, the denials were determined to be valid and due to provider billing error. This was determined not to be a CPSE as NDCs are required by CMS to be billed with CPT U0004. However, as a courtesy to our providers during this emergency period, we will removing the NDC requirement and adjusting claims. This will be removed from the November submission. |
| Issue 143: Radiology and imaging services which were originally denied were appealed and overturned, but impacted claim was not adjusted. Upon further review, this was determined not to be a CPSE issue. | 7/17/2020 | Resolved | 01-Inpatient and Outpatient Hospitals 86-Nursing Facility 21-Professional Medical Group | Issue was determined to be a manual processing error, system fix was not required. Corrective action was completed on 10/08/2020. | Upon further review, it was determined that less than 5 providers were impacted by this issue. The impacted claims (for less than 5 providers) will be adjusted between: 11/20/20 - 12/20/20. |
| Issue 142: CIA-2514. Procedure code J7318 is incorrectly denying. | 7/16/2020 | Resolved | 21-Professional Medical Group | System fix completed on 08/06/2020 | Claim adjustments were completed between 08/26/20- 08/28/20. |

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| <p>Issue 141: CPT G2025 billed in FQHC/RHC places of service is incorrectly pricing on Dual Medicare claims.</p> <p>Upon further review, this was determined not to be a CPSE Issue.</p> | 7/31/2020 | Resolved | <p>12-Federally Qualified Health Center</p> <p>05-Rural Health Clinic</p> | This was determined to be provider billing error. | NA |
| <p>Issue 140: Radiology and imaging authorization denials in error during COVID authorization denial period.</p> | 7/23/2020 | Resolved | 25-Non-Agency Personal Care Aide | <p>Issue was determined to be a manual processing error, system fix was not required. Corrective action was completed on 10/08/2020.</p> | <p>Claim adjustment projects are complete with adjustment dates between:</p> <p>10/20/20 - 10/27/20 10/30/20 - 11/04/20 11/06/20 - 11/11/20.</p> |
| <p>Issue 139: CPT codes 96150-96153 is denying for invalid Dx code in error.</p> <p>After further analysis, this was determined not to be a CPSE issue.</p> | 7/26/2020 | Resolved | NA | NA | NA |
| <p>Issue 138: CPT T1019 is denying as duplicate in error when multiple providers bill for the an initial visit on the same day of service.</p> <p>After further analysis, this was determined not to be a CPSE issue.</p> | 7/21/2020 | Resolved | 25-Non-Agency Personal Care Aide | NA | <p>During the analysis of the issue, it was determined only one provider was impacted. The impacted claim will be submitted for adjustment.</p> |

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| Issue 134: CIA-2511. Bed hold claims for Medicaid Members are denying as non-covered. | 7/22/2020 | Resolved | 86-Nursing Facility | System fix completed on 07/23/2020 | Batch processing adjustments were completed between 08/31/20 - 09/03/20. Remaining claim adjustments were completed between: 09/19/20 - 09/23/20 09/29/20 - 09/30/20 10/05/20 - 10/06/20. |
| Issue 133: CIA-2415. Incorrect denials for codes 90951, 90952, 90953, 90954, 90955, 90956, 90957, 90958, 90959, 90960, 90961, 90962, 90963, 90964, 90965, 90966, 90967, 90968, and 90969. | 6/16/2020 | Resolved | 21-Professional Medical Group | System fix completed 06/25/2020. | Claim adjustments have partially been completed between 07/15/20- 07/20/20. Remaining claim adjustments were completed between 08/21/20 - 08/22/20. |
| Issue 132: Outpatient Authorizations for radiology and imaging services were not correctly applied to claims causing them to deny in error. | 6/24/2020 | Resolved | 01-Hospital Outpatient | Issue was determined to be a manual processing error, system fix was not required. Corrective action was completed on 10/08/2020. | Claim adjustment projects are complete with adjustment dates between: 10/20/20 - 10/27/20 10/30/20 - 11/04/20 11/06/20 - 11/11/20. |
| Issue 131: CIA-2457. EAPG HCPCS G0296 incorrectly denying on outpatient claims. | 6/17/2020 | Resolved | 01-Hospital Outpatient | System fix completed on 07/17/2020 | Claim adjustments have been partially completed between 08/18/20- 08/25/20 and 09/08/20 - 09/11/20. Remaining claim adjustments were completed between 09/18/20 - 09/23/20 and 10/06/20 - 10/07/20. |

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| Issue 130: CIA-2473. Medical claims were set to EX92 pay, but the claim paid zero dollars. | 6/16/2020 | Resolved | 01-Outpatient and Inpatient Hospital 12-Federally Qualified Health Center 21-Professional Medical Group 80-Independent Laboratory 82-Ambulance 86-Nursing Facility | System fix completed on 10/20/2020. | Upon review of impacted claims, there would be no change in payment on the claims if they were adjusted. We have opted to not adjust claims. |
| Issue 128: Incorrect provider class assigned to a portion of 84/95 provider types causing claims to underpay or deny in error. | 6/1/2020 | Resolved | 84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program | System fix completed on 06/16/2020. | Claim adjustment project is complete with adjustment dates between: 06/29/20- 07/06/20 07/15/20- 07/23/20 08/05/20-08/10/20. |
| Issue 127: Behavioral Health telehealth claims denying or underpaying in error. | 5/18/2020 | Resolved | 84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program | System fix completed on 06/19/2020. | Batch processing completed between 07/23/20- 08/03/20. Fallout claims are partially completed between 08/05/20- 08/10/20. Remaining fallout claims were adjusted between 08/21/20 - 09/10/20. |
| Issue 126: Behavioral Health Claims billed with multiple units of CPT H0004 & H0005 are partially denying EX35. | 5/18/2020 | Resolved | 84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program | System fix completed on 06/05/2020 | Claim adjustment project is complete with adjustment dates between: 06/25/20- 06/30/20 07/17/20- 07/25/20 07/27/20- 08/04/20. |

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| <p>Issue 125: CIA-2325/2374. Non-DRG Inpatient claims are incorrectly priced based upon discharge date.</p> <p>Upon further review, it was determined less than five providers were impacted and this is not a CPSE issue.</p> | 4/21/2020 | Resolved | 01-Inpatient Hospital | System fix completed on 07/10/2020. | Claims adjustment project will be submitted with an estimated adjustment date range between 09/15/20 - 10/15/20. |
| <p>Issue 124: CIA-2405. RHC claims are incorrectly paying when billed on institutional form type.</p> | 5/11/2020 | Resolved | 05-Rural Health Clinic | System fix completed on 06/02/20. | Recoupment project is partially complete with adjustment dates occurring between: 09/09/20 - 09/11/20. Remaining claim adjustments were completed on 09/23/2020. |
| <p>Issue 123: CIA-2382. EAPG version 3.14 is incorrectly pricing claims with a diagnosis code for lower extremities.</p> | 4/29/2020 | Resolved | 01-Outpatient Hospital | <p>Optum is applying the EAPG configuration update in Jan 2021.</p> <p>Manual work around in place for current claims as of 06/16/20. Claim adjustments are in process with estimated adjustment dates of 10/01/20- 10/31/20.</p> | Per ODM guidance, this issue will be removed from CPSE in our October submission. |
| <p>Issue 122: CIA-2356. Transportation services are paying incorrect rates for 2020 dates of service.</p> | 4/15/2020 | Resolved | 82-Ambulance | Fix was completed on 04/17/2020. | Batch processing was completed between 07/17/20 - 07/20/20. Fallout claims are partially completed between 08/05/20 - 08/10/20. Remaining fallout claims have been adjusted between 08/18/20 - 08/28/20. |

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| Issue 120: Some claims with code H0011 are denying erroneously for a limit exceeded. | 3/9/2020 | Resolved | 95-ODADAS Certified/Licensed (SUD) Treatment Program | 05/15/20 Update: System fix completed on 04/21/20 | Claim adjustment projects are complete. Payment date ranges: 05/16/20-05/18/20 05/22/20-05/28/20 06/20/20-06/26/20. |
| Issue 117: CIA-2263. Procedure Code K0108 is incorrectly denying due to an HCI edit. | 2/21/2020 | Resolved | 76-Durable Medical Equipment Supplier | System fix completed on 08/04/20 | Claim adjustment project is completed. Claims were adjusted between: 08/18/20- 08/21/20 08/25/20- 09/02/20 09/09/20- 09/11/20. |
| Issue 116: CIA-2264: When observation code G0378/762 hours billed are over 24 and the claim involves 2 or 3 dates of service, claim denies services incorrectly. | 2/19/2020 | Resolved | 01-Outpatient Hospital | System fix completed on 03/16/20 | Claim adjustment project is complete with adjustments occurring between: 05/18/20 - 05/20/20 05/25/20- 05/27/20 06/01/20- 06/03/20 07/21/20-07/22/20. |
| Issue 115: CIA-2254: Procedure code 93656 is incorrectly denied for missing modifier. | 2/18/2020 | Resolved | 21-Professional Medical Group | System fix completed on 05/28/2020 | Impacted claims were adjusted between 06/17/20 - 06/23/20. |

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| <p>Issue 107: CIA-2206. E&M claims incorrectly paying during global surgery payment periods.</p> <p>After further review, this was determined not to be a CPSE issue.</p> | 1/21/2020 | Resolved | <p>01-Outpatient Hospital</p> <p>12-Federally Qualified Health Center</p> <p>21-Professional Medical Group</p> <p>50-Clinic</p> | N/A | <p>After extensive analysis and review, this was determined not to be a CPSE issue due to finding that these claims did process as intended and were separately payable or did not meet the criteria for inclusion in the global processing period. There will be no configuration and claims identified for possible adjustments will not require adjusting.</p> |
| <p>Issue 81: Reference Number CIA-1862. SNFs incorrectly receiving room & board payments when Hospice providers already received payment under procedure code T2046.</p> | 11/5/2019 | Resolved | 86-Nursing Facility | No configuration fix necessary. This was a manual processing procedural error. | <p>Claims adjustment project submitted and estimated date of completion was 02/24/2020. Final claim adjustments were completed between 10/27/20 - 11/03/20.</p> |
| <p>Issue 71: 191009-01. Behavioral health claims were set to EX92 pay but the claim paid zero dollars.</p> | 10/9/2019 | Resolved | <p>84-Ohio Department of Mental Health (Community Mental Health) Provider</p> <p>95-ODADAS Certified/Licensed (SUD) Treatment Program</p> | The fix was completed 2/6/2020. | <p>Claim adjustments were completed between 06/18/20- 06/25/20.</p> |