



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: November 23rd, 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 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 168: CIA-4453 DME claims processed after 07/28/21 are denying for being a deleted code in error.	8/17/2021	Fix is Complete & Adjustments are in Process	76-Durable Medical Equipment Supplier	Initial notification was posted to website on 12/16/20. Status update posted to website on 01/15/21, 03/15/21, 05/15/21, 09/15/21, and by 11/15/21.	System fix completed on 01/25/21. An additional fix was required which went into production on 08/19/21.	<p>Claim adjustments for the original issue were completed between:</p> <p>02/23/21 - 02/26/21, 03/01/21 - 03/09/21, 04/09/21 - 04/22/21.</p> <p>It was discovered that claims processing after 07/28/21 were denying in error and an additional fix was needed. We have reopened this previously resolved issue. Claim adjustment project has been submitted and adjustments are estimated to be completed between</p> <p>11/20/21 - 12/20/21.</p>	<p>Originally reported issue contained 17,809 impacted claims.</p> <p>Reoccurrence of issue's impacted claim count is 3,361</p>

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Confirmed Issue 270: Behavioral Health claims billing CPT H2019 for RN specialty, in an office setting, are underpaying in error.	10/05/21	Resolved	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	Initial notification will be posted to website by 11/15/2021.	Issue was identified as a manual processing issue. Education provided on 10/15/21.	Claim adjustments were completed between 10/25/21 - 11/08/21. This issue is resolved and will be removed from the January 2022 submission.	661
Potential Issue 271: CIA-4557 Outpatient Hospital Claims billing CPT 0097U are denying for not being reimbursable per state guidelines in error. Upon further review, this was determined not to be a CPSE issue.	10/05/21	Resolved	01-Hospital (Outpatient)	Initial notification will be posted to website by 11/15/2021.	System fix in process and estimated to be complete by 11/20/21.	There were less than 25 providers impacted. A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 12/20/21 - 01/20/22. This issue is resolved and will be removed from the January 2022 submission.	Pending
Confirmed Issue 272: CIA-4587 Flu vaccine CPT code 90694 is denying as non-covered in error.	10/13/21	Fix is Complete & Adjustments are in Process	72-Nurse Practitioner Individual 24-Physician Assistant 20-Physician/osteopath, individual 21-Professional Medical Group	Initial notification will be posted to website by 11/15/2021.	System fix completed on 11/04/21.	Claim adjustments are in process and estimated to be completed between 12/15/21 - 01/15/22.	231
Confirmed Issue 273: Behavioral Health claims billing CPT J0571 - J0575 underpricing in error.	10/12/21	Fix is Complete & Adjustments are in Process	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	Initial notification will be posted to website by 11/15/2021.	System fix completed on 10/26/21.	Claim adjustments are in process and estimated to be completed between 12/15/21 - 01/15/22.	3978

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Potential Issue 274: MyCare Providers are billing NDCs electronically, but claims are denying for missing or invalid NDC in error.	10/15/21	Fix in process	24-Physician Assistant 72-Nurse Practitioner Individual 24-Physician Assistant 20-Physician/osteopath, individual 21-Professional Medical Group	Initial notification will be posted to website by 11/15/2021.	Additional time is needed to complete EDI research and determine if a system fix is needed. We estimate this to be completed by 12/15/21.	A claims adjustment project will be submitted and completed within 60 days of system fix implementation, if needed. We estimate claim adjustments to be completed between 01/15/22 - 02/15/22.	Pending
Potential Issue 275: CIA-4605 Incorrect patient liability is being applied to a portion of members' claims. Upon further review, this was determined not to be a CPSE issue.	10/25/21	Resolved	86-Nursing Facility	Initial notification will be posted to website by 11/15/2021.	System fix completed on 10/28/21.	There were less than 25 providers impacted. Claims are currently being identified for adjustment. We estimate adjustments to be completed between 12/15/21 - 01/15/22. This issue is resolved and will be removed from the January 2022 submission.	Pending
Confirmed Issue 276: CIA-4611 Inpatient hospital claims with discharge date after 10/01/21 are rejected for invalid DRG code in error.	10/27/21	Resolved	01-Hospital (Inpatient)	Initial notification will be posted to website by 11/15/2021.	System fix on 10/29/21.	Rejected claims were redropped and processed between 10/29/21 - 11/02/21. Providers will not need to resubmit claims. This issue is resolved and will be removed from the January 2022 submission.	727
Potential Issue 277: CIA-4583 Outpatient LARC claims are being denied in error when member is inpatient.	10/13/21	Fix in process	01-Hospital (Outpatient)	Initial notification will be posted to website by 11/15/2021.	System fix in process and estimated to be completed by 12/15/21.	A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 01/15/22 - 02/15/22.	Pending

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Potential Issue 278: CIA-4258 Claims billing procedure code A9274 and E0784 are denying for exceeding maximum limits in error.	11/09/21	Fix in process	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 11/15/2021.	System fix in process and estimated to be completed by 12/15/21.	A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 01/15/22 - 02/15/22.	Pending
Potential Issue 279: CIA-4635 Claims billing T1019 are underpaying for certain providers after date of service 11/01/21.	11/09/21	Fix in process	25-Non-Agency Personal Care Aide	Initial notification will be posted to website by 11/15/2021.	System fix in process and estimated to be completed by 11/30/21.	A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 12/01/21 - 12/31/21.	Pending