



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: September 15th, 2022

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.

Unique ID and Description of CPSE	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
<p>Confirmed Issue 232: CIA-4308 Hearing aid claims billed for members over 21 years old are overpaying in error as directed in OAC 5160-10-11.</p>	<p>05/25/21</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>System fix completed on 10/12/2021.</p> <p>01/15/22 Update: It was determined that claims were being manually underpriced in error after the system fix was completed which caused claims to be priced at 50% of the correctly reduced pricing. Education was completed on 01/07/22.</p>	<p>Manual work-around in process on 07/12/21. Claims which were manually underpriced in error were adjusted between 02/12/22 - 03/04/22 and 03/16/22 - 05/04/22. Claim recoupments were partially completed between 02/22/22 - 03/04/22 and 03/25/22 -05/10/22. We estimate remaining recoupments to be completed between 05/15/22 - 06/15/22. Adjustments have spanned over 30 days due to identification of fallout claims and secondary issue which underpriced claims in error.</p> <p>07/15/22 Update: An issue with the recovery notification letters was identified. The recoupment amounts listed on the letters was incorrect, although the recovery amounts applied to claims was accurate. To correct this issue, we will be sending out corrected recovery notification letters to impacted providers. Additional recoupments were completed between 06/03/22 - 07/02/22. We estimate the remaining recoupments to be completed between 07/15/22 - 08/15/22.</p> <p>09/15/22 Update: Corrected recovery notification letters were sent between 07/29/22 - 08/08/22. Remaining recoupments adjusted between 07/15/22-08/26/22. Adjustments have spanned over 30 days due to identification of fallout claims and secondary issue which underpriced claims in error. This issue is resolved and will be removed from the November 2022 submission.</p>	<p>Resolved</p>

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<p>Confirmed Issue 297: CIA-4976 Additional units of DME services are denying in error for exceeding quantity limits when an authorization is on file for the additional units.</p>	<p>04/22/22</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>07/15/22 Update: System fix in production on 06/30/22.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be completed between 07/15/22 - 08/15/22.</p> <p>07/15/22 Update: Claims were partially adjusted on 07/06/2022. Remaining claim adjustments are estimated to be complete between 08/01/22 - 09/01/22.</p> <p>09/15/22: Additional time is required for remaining claim adjustments. We estimate adjustments to be completed between 10/01/22 - 11/01/22.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Confirmed Issue 298: CIA-4992 A small portion of MyCare Medicaid EAPG claims where Medicare billing procedures conflict with EAPG hierarchy are processing incorrectly.</p>	<p>04/28/22</p>	<p>01-Hospital (Outpatient), 46-Ambulatory Surgery Center</p>	<p>07/15/22 Update: Issue was identified as a manual processing error. Work process corrections into production on 06/03/22. We are continuing to look for automation opportunities.</p>	<p>09/15/22: Additional time is required for claim adjustments. We estimate adjustments to be completed between 10/01/22 - 11/01/22.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Confirmed Issue 299: CIA-4967 Physician Assistant claims billing multiple modifiers on the same claim are denying for missing or invalid modifier in error.</p>	<p>04/11/22</p>	<p>24-Physician Assistant</p>	<p>09/15/22 Update: System fix in production on 07/27/22.</p>	<p>07/15/22 Update: Manual work-around in place as of 05/13/22 while system fix is in process.</p> <p>09/15/22 Update: Claim adjustments were partially completed between 08/19/22 - 08/22/22. We estimate remaining adjustments to be completed between 09/15/22 - 10/15/22.</p>	<p>Fix is complete and claim adjustments are in process.</p>

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<p>Confirmed Issue 304: CIA-2637/5080 A small portion of home health claims are incorrectly pricing causing over-and under-payments.</p>	<p>06/21/22</p>	<p>55-Waivered Services Individual, 45-Waivered Services Organization, 16 & 60-Home Health Agency, 25-Non-Agency Personal Care Aide, 26-Non-Agency Home Care Attendant</p>	<p>09/15/22 Update: A multi-stage fix required for complete resolution. An initial fix went into production on 08/19/22. Additional system corrections are estimated to be complete by 10/01/22.</p>	<p>09/15/22 Update: Manual work-around in place on 08/09/22. Claim adjustments will be completed incrementally as corrective action stages are finalized. Claim adjustments were partially completed between 08/08/22 - 08/15/22 and 09/01/22 -09/09/22. Remaining claim adjustments are expected to be complete between 10/01/22 - 11/01/22.</p>	<p>Fix and adjustments are in process.</p>
<p>Confirmed Issue 305: CIA-4772/5086 Medication administration denying in error when J code billed with \$0 charge amount.</p>	<p>06/22/22</p>	<p>72-Nurse Practitioner Individual; 20-Physician/osteopath, individual; 24-Physician Assistant</p>	<p>09/15/22 Update: Due to complexity of issue, additional time is required for system fix. We estimate this to be complete by 10/01/22.</p>	<p>09/15/22: Manual work-around in place on 07/15/22. Due to additional time needed for fix, we estimate claim adjustments to be complete between 11/01/22 - 12/01/22.</p>	<p>Fix in process</p>
<p>Confirmed Issue 307: Claims billing H0015 in place of service 57 are denying for procedure code and location not being compatible in error.</p>	<p>07/07/22</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 07/08/2022.</p>	<p>09/15/22 Update: Claim adjustments were completed between: 07/21/22 - 08/01/22 08/15/22 - 08/22/22 09/06/22 - 09/08/22 Adjustment dates span over 30 days due to the identification of fall out claims. This issue is resolved and will be removed from the November 2022 submission.</p>	<p>Resolved</p>
<p>Potential Issue 308: MyCare Medicare home health claims denying for missing HHA data in error when an existing NOA is already on file. Upon further review, this was determined not to be a CPSE issue.</p>	<p>06/10/22</p>	<p>16 & 60-Home Health Agency</p>	<p>System fix completed on 06/30/2022.</p>	<p>09/15/22 Update: There were less than 25 providers impacted. Claim adjustments were completed between 08/12/22 - 08/26/22. Since this does not meet CPSE provider count criteria, this issue will be removed from the November 2022 submission</p>	<p>Resolved</p>

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<p>Potential Issue 310: CIA-5133 Claims billing E0603 are denying for frequency limitation exceeded in error</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	07/14/22	76-Durable Medical Equipment Supplier	System fix completed on 08/15/2022.	Manual work-around in process on 08/05/22. There were less than 25 providers impacted. Claim adjustments are in process and estimated to be complete between 10/01/22 - 10/31/22. Since this does not meet CPSE provider count criteria, this issue will be removed from the November 2022 submission	Resolved
<p>Potential Issue 311: CIA-5134 DME Claims for MyCare Members billing place of service code 31,32,33 not appropriately paying under Medicaid as primary.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	07/22/22	76-Durable Medical Equipment Supplier	System fix in process and estimated to be complete by 10/01/22.	Manual work-around in place as of 08/10/22. There were less than 25 providers impacted. Claim adjustments were partially completed between 08/12/22 - 08/26/22. Remaining claim adjustments will be completed after system fix is in production. We estimate adjustments to be completed between 10/15/22 - 11/15/22. Since this does not meet CPSE provider count criteria, this issue will be removed from the November 2022 submission	Resolved
<p>Confirmed Issue 312: CIA-5073 E&M Claims billed by Chiropractors are denying for provider not being contracted for service in error.</p>	07/28/22	27-Chiropractor Individual	System fix complete on 08/17/22	Claim adjustments were completed between 08/17/22 - 08/22/22. This issue is resolved and will be removed from the November 2022 submission.	Resolved
<p>Potential Issue 313: CIA-5019 MyCare Medicaid home health claims are overpaying when service is authorized under Medicare benefit.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	07/19/22	16 & 60-Home Health Agency	System fix in process and estimated to be 10/15/22.	There were less than 25 providers impacted. Claim adjustment project will be submitted with 60 days of system fix implementation. Due to notification timeframe required for all recoveries, we estimate claim adjustments to be completed between 11/15/22 - 12/15/22. Since this does not meet CPSE provider count criteria, this issue will be removed from the November 2022 submission	Resolved

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<p>Potential Issue 314: CIA-5176 Claims denying for same or similar providers billing exact or similar codes in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	08/08/22	20-Physician/osteopath, individual	NA	Issue determined to be provider billing error. This issue is resolved and will be removed from November 2022 submission.	Resolved
<p>Confirmed Issue 315: Supporting documentation submitted through Buckeye’s web portal was not filed correctly by the system; thus, not prompting for additional review.</p>	08/04/22	00-All provider types	System fix complete on 08/04/2022	All supporting documentation submitted through Web Portal was attached to claims and refiled by 09/01/22. Claims with impacted documentation will now proceed through standard review processes. This issue is resolved and will be removed from the November 2022 submission.	Resolved
<p>Confirmed Issue 316: MyCare Medicaid claims denied for non-covered or invalid modifier in error when primary Medicare claim has paid.</p>	08/08/22	76-Durable Medical Equipment Supplier; 16 & 60-Home Health Agency; 70-Pharmacy	Issue determined to be a manual processing error. Education provided on 08/12/2022.	Claim adjustments were partially completed between 09/08/22 - 09/09/22. Remaining adjustments are estimated to be completed between 09/15/22 - 10/15/22.	Fix is complete and claim adjustments are in process.
<p>Potential Issue 317 CIA-5197: Behavioral Health MyCare Medicaid claims are not applying correct coordination of benefits with primary Medicare when service is non-covered by Medicaid.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	08/16/22	01-Hospital (Outpatient)	System fix in process and estimated to be complete by 10/15/22.	Manual work-around in process on 09/06/22. There were less than 25 providers impacted. Claim adjustments are in process and estimated to be complete between 10/01/22 - 10/31/22. Since this does not meet CPSE provider count criteria, this issue will be removed from the November 2022 submission	Resolved

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Confirmed Issue 318 CIA-5215: Nursing facility vent claims denying for non-covered diagnosis code in error when Z99.11 diagnosis code is not billed in primary position.	08/25/22	86-Nursing Facility	System fix in process and estimated to be complete by 10/15/22	Manual work-around in place as of 08/26/22. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be complete between 09/15/22 - 10/15/22.	Fix in process
Potential Issue 319: CIA-5246 Claims are denying for Provider not registered with State Medicaid in error.	09/07/22	00-All provider types	System fix in process and estimated to be complete by 10/15/22	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be complete between 10/15/22 - 11/15/22.	Fix in process