



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: September 15th, 2023

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	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 326: CIA-5500 EAPG claims billing vaccine administration are overpaying in error.	01/06/23	01-Hospital (Outpatient)	System fix completed on 04/19/23.	Claim recoupment adjustments were completed between 08/15/23 - 09/06/23. Issue is resolved and will be removed from the October 2023 submission.	Resolved
Confirmed Issue 353: CIA-5815 Claims billed by advanced practice registered nurse specialties are underpaying in error when in a non-hospital setting.	05/01/23	72-Nurse Practitioner Individual	System fix completed on 08/23/23.	Claim adjustments are in process and estimated to be completed between 10/01/23 - 11/01/23.	Fix is complete and claim adjustments are in process.

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<p>Confirmed Issue 355: CIA-5816 A portion of the April 1, 2023, procedure code changes were not loaded timely due to receiving multiple versions.</p>	<p>05/23/23</p>	<p>76-Durable Medical Equipment Supplier; 80-Independent Laboratory; 79-Independent Diagnostic Testing Facility</p>	<p>System fix completed on 06/08/23.</p>	<p>Impacted claims under- and over-paid. Underpaid claim adjustments were completed between 06/22/23 - 06/23/23. Claim recovery adjustments are in process and estimated to be completed between 10/15/23 - 11/15/23 due to Providers' contractual notification period.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Confirmed Issue 356: CIA-5853 Inpatient claims for out of state hospitals for dates of service on or after 01/01/23 are underpaying in error.</p>	<p>05/23/23</p>	<p>01-Hospital (Inpatient)</p>	<p>System fix completed on 06/27/23.</p>	<p>Claim adjustments were completed between 08/14/23 - 08/16/23. This issue is resolved and will be removed from the October 2023 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 357: CIA-5841 A small portion of MyCare Medicaid claims didn't apply coordination of benefits due to conflicting automation jobs.</p>	<p>05/24/23</p>	<p>00-All provider types</p>	<p>System fix completed on 06/14/23.</p>	<p>Claim adjustments were completed between: 6/16/23 - 7/05/23, 07/15/23 - 08/02/23, 08/15/23 - 09/11/23. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the October 2023 submission.</p>	<p>Resolved</p>
<p>Potential Issue 358: CIA-5874 Claims billing CPT 64415 are overpaying in error. Updated Description: Confirmed Issue 358: CIA-5874 Certain anesthesia services are incorrectly paying.</p>	<p>06/02/23</p>	<p>20-Physician/osteopath, individual; 73-Certified Registered Nurse Anesthetist (CRNA) Individual</p>	<p>System fix completed on 07/14/23.</p>	<p>Claim adjustments were completed between 08/14/23 - 09/07/23. This issue is resolved and will be removed from the October 2023 submission.</p>	<p>Resolved</p>

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<p>Confirmed Issue 360: CIA-5898 E&M Services billed by Chiropractors are denying when billed on the same day as treatment is rendered.</p>	<p>06/08/23</p>	<p>27-Chiropractor Individual</p>	<p>It was discovered the fix in process required additional configuration. We estimate this to be complete by 10/15/23.</p>	<p>While the system fix is in process, claim adjustments were completed between 07/24/23 - 07/31/23 and on 08/28/23. Once the system fix has been updated, any additional impacted claims are estimated to be completed between 11/01/23 - 12/01/23.</p>	<p>Fix and claim adjustments in process</p>
<p>Confirmed Issue 361: CIA-5846 Claims billing for COVID vaccines for members outside the age limits established on the COVID billing guidelines are paying in error.</p>	<p>05/22/23</p>	<p>00-All provider types</p>	<p>System fix completed on 08/08/23.</p>	<p>Claim recoupment adjustments are in process and estimated to be completed between 10/15/23 - 11/15/23 due to Providers' contractual notification period required for recoveries.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Confirmed Issue 362: CIA-5921 Behavioral Health MyCare Medicaid claims are not applying correct coordination of benefits with primary Medicare when service is non-covered by Medicaid.</p>	<p>06/15/23</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 08/04/23.</p>	<p>Claim adjustments were completed between 08/25/23 - 09/06/23. This issue is resolved and will be removed from the October 2023 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 363: CIA-5928 Procedure 99078 with a TH modifier is bundling to office visits billed on the same day in error.</p>	<p>06/27/23</p>	<p>20 - Physician/Osteopath Individual; 71 - Nurse Midwife Individual; 72 - Nurse Practitioner Individual</p>	<p>System fix is in process and estimated to be complete by 10/15/23.</p>	<p>Manual work around in place as of 07/14/23. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 11/01/23 - 12/01/23.</p>	<p>Fix in Process</p>

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Confirmed Issue 365: CIA-5965 Inconsistent application of Lesser Of payment logic on some DRG and EAPG contracted facilities.	06/23/23	01-Hospital (IP & OP)	System fix completed on 08/11/23.	Claim adjustments were partially completed on 09/08/23. The remaining claims are estimated to be completed between 10/01/23 - 11/01/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 366: CIA-6022 Claims billing certain COVID vaccine procedure codes were not adjusted after initial rate load.	07/25/23	00-All provider types	Issue determined to be a manual processing issue. Education provided on 07/28/23.	Claim adjustments were completed between 08/21/23 - 08/25/23. This issue is resolved and will be removed from the October 2023 submission.	Resolved
Confirmed Issue 367: CIA 5991 Claims are denying for missing or invalid referral code for health check visit in error	07/17/23	80-Independent Laboratory; 24-Physician Assistant; 21-Professional Medical Group; 72-Nurse Practitioner Individual; 20- Physician/osteopath, individual	Issue determined to be a manual processing issue. Education provided on 07/26/23.	Claim adjustments were completed between 08/14/23 - 08/17/23. This issue is resolved and will be removed from the October 2023 submission.	Resolved

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Confirmed Issue 368: CIA-6076 Claims are applying incorrect amount to patient liability in error.	08/15/23	86-Nursing Facility; 55-Waivered Services Individual ; 45-Waivered Services Organization; 44-Hospice	System fix completed on 08/17/23.	Claim adjustments were partially completed between 08/21/23 - 09/11/23. Remaining claim adjustments are estimated to be completed between 09/15/23 - 10/15/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 369: CIA-6019 MyCare Inpatient claims are paying incorrect 2023 rates.	08/17/23	01-Hospital (Inpatient)	System fix in process and estimated to be complete by 10/15/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 11/01/23 - 12/01/23.	Fix in Process
Confirmed Issue 370: CIA-6085 EDI submitted claims with missing or invalid member-matching criteria are rejecting stating "DOS on or after 2/1/23, submit to OH Medicaid Intermediary" instead of rejecting for specific member-related reasons.	08/15/23	00-All provider types	System fix is in process and estimated to be complete on 09/30/23.	Providers will need to validate member information billed on claims and resubmit appropriately.	Fix in Process
Confirmed Issue 371: CIA-5944 Claims billing E/M services for Chiropractors are denying as non-covered in error.	06/26/23	27-Chiropractor Individual	System fix completed on 08/30/23.	We did not recognize initially that this issue impacted 5 or more providers until recent reporting identified this issue as meeting CPSE threshold. Claim adjustments are in process and estimated to be complete between 10/15/23 - 11/15/23.	Fix is complete and claim adjustments are in process.

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Confirmed Issue 372: CIA-6107 Claims billing CPT 20610 are paying in error	08/28/23	73-Certified Registered Nurse Anesthetist (CRNA) Individual, 20-Physician/osteopath, individual	System fix is in process and estimated to be complete on 09/30/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 11/01/23 - 12/01/23.	Fix in Process
Confirmed Issue 373: CIA-6121 Claims billing CPT codes 76881 - 76883 with modifier 26 or TC are denying for inappropriate use of modifier in error.	08/16/23	21-Professional Medical Group; 21-Professional Medical Group; 01-Hospital (Outpatient); 72-Nurse Practitioner Individual	System fix completed on 08/17/23.	Claim adjustments are in process and estimated to be complete between 10/01/23 - 11/01/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 374: CIA-6138 Inpatient claims billing primary diagnosis code beginning with letter "Z" are denying for inappropriate diagnosis code billed in the primary position in error.	08/07/23	01-Hospital (IP & OP)	The initial discovery of the issue was indicated to only impact other Centene Health Plans, however upon review of all impacted diagnosis codes, this was found to impact additional plans, including Buckeye Health Plan. System fix completed on 08/23/23.	Impacted claims are being identified for adjustment and estimated to be completed between 10/15/23 - 11/15/23.	Fix is complete and claim adjustments are in process.