



## UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: April 15<sup>th</sup>, 2025

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	Line of Business	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 399: CIA-6474 MyCare Medicaid Part B therapy claims are applying incorrect coordination of benefits.	Medicaid & MyCare	01/22/24	86-Nursing Facility	System fix completed on 03/06/24.	Manual work-around in place as of 01/22/2024. Claim adjustments were partially completed between 03/27/24 - 05/15/24. Upon review of the adjusted claims, it was discovered that a portion of the claims applied an authorization denial in error. The impacted claims from this issue will require an additional reprocessing to appropriately coordinate with primary Medicare claims. Claim readjustments were completed between 05/23/24 - 04/10/25. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the May, 2025 submission.	Resolved

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Confirmed Issue 434: CIA-6862 MyCare Medicaid claims billing part B therapy in nursing facility setting are pricing at incorrect rates.	MyCare	04/23/24	86-Nursing Facility	System fix completed on 05/01/24.	Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 399. Claim adjustments were completed between 05/23/24 - 04/10/25. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the May, 2025 submission.	Resolved
Updated Description: Confirmed Issue 457: CIA-7043 A portion of claims are paying \$0.00 on VFC eligible vaccines for providers that are non-VFC participating providers. Also, VFC participating providers are being paid for VFC-eligible vaccines in error.	Medicaid	08/09/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group	System fix completed on 10/14/24.	Due to the notification period required for certain providers' contracts, the recoupments were partially adjusted between 04/09/25 - 04/15/25. The remaining recoupments are estimated to be completed between 04/15/25 -05/15/25.	Fix is complete and claim adjustments are in process

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Confirmed Issue 471: CIA-7548 Claims billing CPT 81513 and 87481 are denying for not being reimbursable per plan in error.	Medicaid	11/18/24	01-Hospital (Outpatient); 80-Independent Laboratory; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 50-Clinic	The system fix will require additional time, we estimate this to be complete by 05/15/25.	Manual work-around in place as of 12/02/24. Due to the additional time required for the system fix, we estimate adjustments to be completed between 06/15/25 - 07/15/25. The manual work-around continues to be in place while the system fix is in process.	Fix in process
Confirmed Issue 475: CIA-7696 Claims billing CPT code G0108 or G0109 are underpaying in error.	Medicaid	01/10/25	07-Dietitian; 20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group; 01-Hospital (Outpatient)	The system fix was completed on 02/11/25.	Claim adjustments were completed between 01/28/25 - 03/18/25. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the May, 2025 submission.	Resolved

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Confirmed Issue 478: CIA-7717 Claims billing for preventive pediatric services are denying for needing primary EOP in error when the member has active other primary coverage.	Medicaid	02/04/25	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 01-Hospital (Outpatient); 24-Physician Assistant; 50-Clinic; 65-Clinical Nurse Specialist, Individual	System fix in process and estimated to be complete by 05/01/25.	Manual work-around in place as of 02/06/25. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/01/25 - 06/30/25.	Fix in process
Confirmed Issue 479: CIA-7816 Claims billing CPT 63685 are denying for inappropriate code billed in error.	Medicaid	2/21/25	20-Physician/Osteopath	System fix completed on 03/13/25.	Impacted claims were adjusted between 03/24/25 - 03/31/25. This issue is resolved and will be removed from the May, 2025 submission.	Resolved
Confirmed Issue 480: CIA-7736 Private Room Nursing Facility claims are not processing as primary in error.	MyCare	02/27/25	86-Nursing Facility	Additional time is required for the system fix. We estimate this to be completed by 06/01/25.	Manual work-around in place as of 02/27/25 and continues to be in place while the system fix is in process. In addition, an initial round of adjustments was partially completed between 03/31/25 - 04/15/25. We estimate the remaining initial adjustments to be completed between 04/15/25 - 05/15/25. Once the system fix is production, a final round of adjustments, if needed, is estimated to be completed between 07/01/25 - 08/01/25.	Fix and claim adjustments in process

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Confirmed Issue 481: CIA-7770 Outpatient hospital claims are denying CPT G0447 as non-covered in error.	Medicaid	03/04/25	01-Hospital (Outpatient)	System fix completed on 03/24/25.	Claim adjustments were completed between 03/31/25 - 04/07/25. This issue is resolved and will be removed from the May, 2025 submission.	Resolved
Confirmed Issue 482: CIA-7753 A limited number of buy and bill claims billing for administration service are not paying appropriately.	Medicaid & MyCare	03/07/25	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant	System fix in process and estimated to be complete by 05/15/25.	Manual work-around in place as of 03/10/25. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/25 - 07/15/25.	Fix in process
Confirmed Issue 483: CIA-7907 MyCare Medicare skilled nursing facility claims are under- and over-paying in error	MyCare	02/19/25	86-Nursing Facility	System fix completed on 03/10/25.	Claim adjustments were completed between 04/08/25 - 04/11/25. This issue is resolved and will be removed from the May, 2025 submission.	Resolved

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Confirmed Issue 484: CIA-7870 Claims billing CPT A4239 are denying for benefit limit for services without an authorization has been met in error.	Medicaid & MyCare	03/12/25	76-Durable Medical Equipment Supplier	System fix completed on 03/21/25.	Claim adjustments were completed between 04/02/25 - 04/08/25. This issue is resolved and will be removed from the May, 2025 submission.	Resolved
Confirmed Issue 485: CIA-7918 Claims billing CPT 99459 are denying for add-on code cannot be billed without primary code in error.	Medicaid	03/11/25	72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual; 71-Nurse Midwife Individual; 24-Physician Assistant	Additional time is needed for the system fix. We estimate the system fix to be completed by 07/01/25.	Due to the additional time needed for the system fix we estimate claim adjustments to be completed between 08/01/25 - 08/31/25.	Fix in process
Confirmed Issue 486: CIA-7809 Claims are denying for missing or incomplete post partum date in error.	Medicaid	03/17/25	20-Physician/Osteopath, Individual; 71-Nurse Midwife Individual; 72-Nurse Practitioner, Individual	System fix in process and estimated to be complete by 06/15/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/25 - 07/15/25.	Fix in process

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Confirmed Issue 487: CIA-7939 Claims billing CPT A4565 and Q4001 - Q4049 are denying for services or supplies during global surgical period for dates of service between 01/01/24 - 03/27/24.	Medicaid & MyCare	03/19/25	20- Physician/Osteopath, Individual; 24- Physician Assistant; 72-Nurse Practitioner, Individual	Due to a misclassification error with a third-party vendor, this was not communicated as a defect and was not logged for reporting purposes. We discovered on 03/19/25 that the issue was fixed on 04/01/24, but claims were not addressed due to the misclassification of the issue.	Claim adjustments were completed between 03/31/25 - 04/07/25. This issue is resolved and will be removed from the May, 2025 submission.	Resolved
Confirmed Issue 488: CIA-8007 MyCare Claims billing CPT codes E1390, E1391, E1392, E0471 are denying for no authorization in error.	MyCare	4/10/2025	76-Durable Medical Equipment Supplier	System fix in process and estimated to be complete by 06/15/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/15/25 - 08/15/25.	Fix in process