



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: April 15th, 2026

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 519: CIA-8891 Claims submitted through Buckeye Health Plan Web Portal are unable to be rekeyed in error.	Medicaid & MyCare	12/01/25	00-All provider types	System fix in process and estimated to be completed by 05/01/26.	We estimate adjustment to be completed between 06/01/26 - 07/01/26.	Fix in Process
Updated Description: Confirmed Issue 524: CIA-8997 MyCare Claims submitted to Buckeye Health Plan in 2025 rejected stating to submit claim to Ohio Medicaid Enterprise System (OMES) in error.	MyCare	01/02/26	00-All provider types	System fix completed on 02/06/26.	Impacted claims were rekeyed into the Buckeye Health Plan environment between 02/11/26 - 04/08/26. 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, 2026 submission.	Resolved

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<p>Updated Description: Confirmed Issue 525: CIA-6643 Nursing facility and waiver claims are not applying appropriate patient liability amounts in error.</p>	<p>Medicaid & MyCare</p>	<p>12/31/25</p>	<p>86-Nursing Facility; 45-Waivered Services Organization; 55-Waivered Services, Individual</p>	<p>System fix completed on 01/16/26.</p>	<p>We are currently reconciling the patient liability amounts sent through the most recent 834F and retro-effective reports sent from ODM to ensure the correct amount is applied to the claims. Claim adjustments began on 03/17/26 and we estimate the remaining adjustments to occur between 04/15/26 - 07/01/26 due to the notification period required for all recoveries.</p>	<p>Fix is complete and claim adjustments in process</p>
<p>Confirmed Issue 527: CIA-9080 Claims which processed between 12/19/25 - 12/22/26 for non-participating providers are paying billed charges in error resulting in overpayments.</p>	<p>Medicaid & MyCare</p>	<p>01/29/26</p>	<p>82-Ambulance; 20-Physician/Osteopath; 72-Nurse Practitioner, Individual; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 24-Physician Assistant; 45-Waivered Services Organization; 76-Durable Medical Equipment Supplier</p>	<p>System fix completed on 01/29/26.</p>	<p>Claim adjustments were partially completed between 03/30/26 - 04/15/26. We estimate the remaining claim adjustments to be completed between 04/15/26 - 05/15/26.</p>	<p>Fix is complete and claim adjustments in process</p>

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Confirmed Issue 528: CIA-9128 Services which are non-covered are paying under Medicare side in error for dual aligned members instead of paying as primary under Medicaid side.	MyCare	02/12/26	86-Nursing Facility; 55-Waivered Services, Individual; 45-Waivered Services Organization; 16 & 60-Home Health Agency	We estimate fix to be complete by 05/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/26 - 07/15/26.	Fix in process
Confirmed Issue 529: CIA-9152 Claims billing presumptive and definitive lab services in an emergency room place of service are denying for no authorization in error.	Medicaid	02/19/26	80-Independent Laboratory; 72-Nurse Practitioner, Individual; 20-Physician/Osteopath	System fix completed on 04/09/26.	Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 05/01/26 - 06/01/26.	Fix is complete and claim adjustments in process
Confirmed Issue 530: CIA-8830 Claims billing H2000 for OhioRISE members are incorrectly denying when the date of service matches the member's enrollment effective date.	Medicaid	02/20/26	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	Issue determined to be caused by a manual processing error. Education provided on 02/20/26.	Claim adjustments were completed between 03/23/26 - 04/09/26. This issue is resolved and will be removed from the May, 2026 submission.	Resolved

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Confirmed Issue 531: CIA-9086 Claims billing for emergency transportation services by non-participating providers are either underpaying or denying for no authorization	Medicaid	02/24/26	82-Ambulance	Additional time is needed for the system fix. We estimate the system fix to be completed by 06/01/26.	Due to the additional time needed for the system fix, we estimate adjustments to be completed between 07/01/26 - 08/01/26.	Fix in process
Confirmed Issue 532: CIA-8531 Claims billing for enteral nutrition services using modifier "BO" are not processing under Medicaid as the primary payer in error.	Medicaid & MyCare	02/27/26	76-Durable Medical Equipment Supplier; 70-Pharmacy;	Additional time is needed for the system fix. We estimate the system fix to be completed by 05/15/26.	Due to the additional time needed for the system fix, we estimate adjustments to be completed between 06/15/26 - 07/15/26.	Fix in process
Confirmed Issue 533: CIA-9242 Claims billing for waiver services are denying for no authorization or service exceeded authorized limit in error.	Medicaid & MyCare	03/04/26	45-Waivered Services Organization; 55-Waivered Services, Individual	Additional time is needed for the system fix. We estimate the system fix to be completed by 06/01/26.	Due to the additional time needed for the system fix, we estimate adjustments to be completed between 07/01/26 - 08/01/26.	Fix in Process

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Confirmed Issue 534: CIA-7930 Non-ER Outpatient Hospital claims under EAPG category 16, 71, or 72 or billing G0378 with the "HE" modifier are being paid by Buckeye in error instead of denying stating to bill to OhioRise	Medicaid	03/10/26	01-Hospital (Outpatient)	System fix in process and estimated to be completed by 05/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/26 - 07/15/26 due to the notification period required for all recoupments.	Fix in Process
Confirmed Issue 535: CIA-9252 Claims for members who have a Traditional Medicare plan and a secondary Medicaid plan are denying for needing primary EOP in error.	Medicaid	03/20/26	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix in process and estimated to be completed by 06/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 07/15/26 - 08/15/26 due to the notification period required for all recoupments.	Fix in Process
Confirmed Issue 536: CIA-9181 CPT H0038 is denying for no authorization in error when billed under schizophrenia spectrum/other psych disorders & mood affective disorders diagnosis codes and ACT services have not been billed within the same month.	Medicaid & MyCare	03/24/26	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix in process and estimated to be completed by 05/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/26 - 08/15/26 due to the notification period required for all recoupments.	Fix in Process

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<p>Confirmed Issue 537: CIA-9143 MyCare Medicaid claims for date of service on or after 01/01/26 are denying as non-covered in error when the service is not covered by Medicaid but is covered by Medicare.</p>	<p>MyCare</p>	<p>4/6/2026</p>	<p>72-Nurse Practitioner, Individual; 20-Physician/Osteopath; 36-Podiatrist, Individual; 80-Independent Laboratory; 24-Physician Assistant; 16 & 60-Home Health Agency; 01-Hospital (Outpatient); 86-Nursing Facility; 76-Durable Medical Equipment Supplier</p>	<p>System fix in process and estimated to be completed by 06/15/26.</p>	<p>Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 07/15/26 - 08/15/26 due to the notification period required for all recoupments.</p>	<p>Fix in Process</p>
<p>Confirmed Issue 538: CIA-8855 E&M services are denying for reimbursement included in another code in error when billed on the same day as SUD services are provided by a different provider.</p>	<p>Medicaid & MyCare</p>	<p>4/8/2026</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 04/09/26.</p>	<p>Claim adjustments are in process and estimated to be completed between 05/15/26 - 06/15/26 due to the notification period required for all recoupments.</p>	<p>Fix is complete and claim adjustments in process</p>