



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: August 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	We continue to work on the final solution which will allow misrouted claims to be rekeyed. Due to competing priorities, this solution has been delayed until 10/01/26.	While the system fix is in process, claims are being manually rekeyed starting on 05/04/26. Approximately 95% of claims have been rekeyed with the remaining fallout claims expected to be rekeyed between 08/15/26 - 09/15/26.	Fix and claim adjustments in process
Updated Description: Confirmed Issue 525: CIA-6643 Nursing facility and waiver claims are not applying appropriate patient liability amounts in error.	Medicaid & MyCare	12/31/25	86-Nursing Facility; 45-Waivered Services Organization; 55-Waivered Services, Individual	System fix completed on 01/16/26.	Claim adjustments began on 03/17/26 and we estimate the remaining adjustments to occur between 08/15/26 - 09/15/26 due to the remediation of fallout claims.	Fix is complete and claim adjustments in process

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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	2/12/26	86-Nursing Facility; 55-Waivered Services, Individual; 45-Waivered Services Organization; 16 & 60-Home Health Agency	System fix completed on 04/23/26. Secondary fix completed on 06/04/26.	While performing claim adjustments, a secondary corrective action was required. This secondary fix is in production and claim adjustments were completed between 06/15/26 - 08/04/26. Adjustments spanned over 30 days due to identification and remediation of fallout claims. This issue is resolved and will be removed from the September, 2026 submission.	Resolved
Confirmed Issue 531: CIA-9086 Claims billing for emergency transportation services by non-participating providers are either underpaying or denying for no authorization	Medicaid	2/24/26	82-Ambulance	System fix completed on 07/13/26.	Claim adjustments are in process and estimated to be completed between 09/01/26 - 10/01/26.	Fix is complete and claim adjustments in process

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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	2/27/26	76-Durable Medical Equipment Supplier; 70-Pharmacy;	After the system fix went into production on 05/07/26, it was determined a secondary fix was required. This secondary fix was completed on 07/27/26.	A manual work-around in place as of 03/02/26. While the additional system fix is in process, an initial round of adjustments will be completed. Adjustments were partially completed between 05/22/26 - 08/15/26. We estimate the remaining fallout claims to be completed between 08/15/26-09/01/26.	Fix is complete and claim adjustments 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	3/20/26	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 05/08/26.	Claim adjustments were completed between 06/15/26 - 07/31/26. Claim adjustment spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the September 2026 submission.	Resolved

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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.	MyCare	4/6/26	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;	System fix in process and estimated to be completed by 08/31/26.	Claim adjustments are estimated to be completed between 10/01/26 -11/01/26.	Fix in process
Confirmed Issue 545: CIA-9312 Claims billing for emergency services are denying for provider not registered with the state in error.	Medicaid & MyCare	5/8/26	76-Durable Medical Equipment Supplier; 01-Hospital (Outpatient); 72-Nurse Practitioner; 27-Chiropractor, Individual; 20-Physician/Osteopath; 24-Physician Assistant; 16 & 60-Home Health Agency; 86-Nursing Facility; SO-Independent Laboratory; Individual; 12-Federally Qualified Health Center;	System fix completed on 6/11/26.	Claim adjustments were completed between 07/23/26 - 08/06/26. This issue is resolved and will be removed from the September 2026 submission.	Resolved

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Confirmed Issue 546: CIA-9486 MyCare Medicaid manually priced claims are applying maximum allowable has been paid by primary insurance (EXMX) in error.	MyCare	4/30/26	00-All provider types	Issue caused by manual processing error. Education provided and work process updated on 04/28/26.	Claim adjustments will be completed under Issue 554. This issue will remain on the CPSE report until Issue 554 is resolved.	Fix is complete and claim adjustments in process
Confirmed Issue 547: CIA-9549 Professional claims are denying for ordering, referring, prescribing NPI required in error.	Medicaid & MyCare	5/19/26	00-All provider types	System fix completed on 05/26/26.	Claims adjustments were partially completed between 06/10/26 - 08/15/26. We estimate the remaining adjustments to be completed between 08/15/26-09/15/26.	Fix is complete and claim adjustments in process

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Confirmed Issue 549: CIA-9585 MyCare claims billing 55170 are underpaying in error.	MyCare	5/26/26	45-Waivered Services Organization; 55-Waivered Services, Individual	System fix completed on 07/03/26.	Claim adjustments were completed between 08/03/26 - 08/14/26. This issue is resolved and will be removed from the September, 2026 submission.	Resolved
Confirmed Issue 550: CIA-9213 MyCare claims billing CPT K0108 bypassed Medicare and processed under Medicaid as primary in error.	MyCare	5/27/26	76-Durable Medical Equipment Supplier	System fix completed on 04/27/26.	Claim adjustments were completed between 07/21/26- 08/10/26. This issue is resolved and will be removed from the September, 2026 submission.	Resolved
Confirmed Issue 551: CIA-9525 Private room charges not applying patient liability in error	Medicaid & MyCare	5/29/26	86-Nursing Facility; 44-Hospice	System fix completed on 08/14/26.	Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 10/01/26 - 11/01/26.	Fix is complete and claim adjustments in process

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Confirmed Issue 554: CIA-9693 Incorrect coordination of benefits applied to MyCare Medicaid claims causing erroneous processing and delays in payment.	MyCare	5/19/26	00-All provider types	Due to the complexity of the issue, additional time is required for system for system fix. We estimate system fix to be completed by 10/01/26.	While the system fix is in process, claims are being manually processed starting on 05/19/26. Additional claim adjustments are estimated to be completed between 08/15/26 - 09/15/26.	Fix and claim adjustments in process
Confirmed Issue 555: CIA-9727 Claims billing CPT J9035 are denying for no authorization in error.	Medicaid & MyCare	6/23/26	21-Professional Medical Group	System fix completed on 07/31/26.	Claim adjustments began while system fix in process, spanning between 07/10/26 - 08/07/26. This issue is resolved and will be removed from the September, 2026 submission.	Resolved
Confirmed Issue 556: CIA-9803 Claims billing CPT 99497 are denying as non-covered in error.	Medicaid & MyCare	7/7/26	21-Professional Medical Group; 72-Nurse Practitioner, Individual; 20-Physician/Osteopath; 24-Physician Assistant; SO-Clinic; OS-Rural Health Clinic	System fix completed on 08/04/26.	Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 09/01/26 - 10/01/26.	Fix is complete and claim adjustments in process

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Potential Issue 557: CIA-9130 Nursing facility vent claim recoveries occurred on non-vent services in error. Upon further review, this was determined not to be a CPSE issue.	Medicaid & MyCare	7/10/26	86-Nursing Facility	Issue determined to be caused by manual processing error. Education provided on 07/10/26.	Upon review of impacted claims, claim recoupments were appropriate. Providers are advised to submit claims for authorized level of care or submit additional documentation to support medical necessity of the enhanced level of care. Since this does not meet CPSE criteria, this issue will be removed from the September, 2026 submission.	Resolved
Confirmed Issue 558: CIA-9819 Claims are denying EXw5 (Primary service is missing or denied per AMA guidelines) in error.	Medicaid & MyCare	06/18/26	00-All provider types	System fix completed on 06/26/26.	Claim adjustments were partially completed between 07/21/26 - 08/15/26. We estimate remaining adjustments to be completed between 08/15/26 - 09/15/26.	Fix is complete and claim adjustments in process
Confirmed Issue 559: CIA-9914 MyCare Medicaid home health claims are denying for no authorization in error.	MyCare	08/06/26	16 & 60-Home Health Agency;	System fix in process and estimated to be complete by 10/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 11/15/26 - 12/15/26.	Fix in Process