



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: August 15th, 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 480: CIA-7736 Private Room Nursing Facility claims are not processing as primary in error.	MyCare	02/27/25	86-Nursing Facility	System fix completed on 06/25/25. However, there was an issue with the system fix which was corrected on 07/22/25.	Manual work-around in place as of 02/27/25. Adjustments were completed between 03/31/25 - 04/15/25 and 06/26/25 - 06/30/25. Reopened issue after the discovery that the system fix required a correction. Additional claim adjustments are in process and estimated to be completed between 09/01/25 - 10/01/25.	Fix is complete and claim adjustments in process
Confirmed Issue 493: CIA-8205 Claims billing DME rental-only procedure codes are underpaying in error.	MyCare	05/29/25	76-Durable Medical Equipment Supplier	System fix completed on 08/11/25.	Claim adjustments were partially completed between 07/31/25 - 08/06/25. Additional claim adjustments are estimated to be completed between 09/01/25 - 10/01/25.	Fix is complete and claim adjustments in process

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Confirmed Issue 494: CIA-8218 Claims billing CPT 90837 over the MUE limit are paying in error.	Medicaid & MyCare	6/9/2025	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program; 20-Physician/Osteopath, Individual; 37-Licensed Independent Social Worker (LISW); 52-Independent Marriage and Family Therapist;	The system fix is in process and estimated to be completed by 09/15/25.	While the system fix is in process impacted claims were submitted for recoupment. We estimate recoveries to be completed between 09/01/25 - 10/01/25.	Fix and claim adjustments in process
Confirmed Issue 495: CIA-8234 Claims billing procedure code 90697 are denying as non-covered in error.	Medicaid	6/10/2025	01-Hospital (Outpatient); 46-Ambulatory Surgery Center	System fix completed on 06/23/25.	Claim adjustments were completed between 07/24/25 - 08/07/25. This issue is resolved and will be removed from the September, 2025 submission.	Resolved
Confirmed Issue 497: CIA-8278 Behavioral Health claims are paying in error when billed by non-participating providers.	Medicaid	06/12/25	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 37-Licensed Independent Social Worker (LISW); 01-Hospital (Outpatient); 05-Rural Health Clinic; 21-Professional Medical Group; 50-Clinic	We estimate the fix to be completed by 10/15/25.	Claim recoupments are in process and estimated to be completed between 10/15/25 - 11/15/25.	Fix and claim adjustments in process

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Confirmed Issue 499: CIA-8381 Claims billing CPT 93293 - 93296 more than once every 90 days are paying in error.	Medicaid & MyCare	7/16/2025	20-Physician/Osteopath, Individual; 24-Physician Assistant; 72-Nurse Practitioner, Individual; 01-Hospital (Outpatient)	While the issue was identified by a third party vendor on 04/09/25, Buckeye was first notified of this issue on 07/16/25. The system fix was completed on 06/26/25.	Claim recoupments are in process and estimated to be completed between 09/15/25 - 10/15/25.	Fix is complete and claim adjustments in process
Confirmed Issue 500: CIA-8147 A small number of claims for dates of service after 07/01/25 are paying without an authorization in error.	Medicaid	7/23/2025	76-Durable Medical Equipment Supplier; 01-Hospital (Outpatient); 20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual	System fix in process and estimated to be completed by 09/01/25.	While the system fix is in process impacted claims were submitted for recoupment. We estimate recoveries to be completed between 09/15/25 - 10/15/25.	Fix and claim adjustments in process
Confirmed Issue 501: CIA-8429 Claims billing CPT 90750 are denying as non-covered in error.	Medicaid & MyCare	7/31/2025	01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual; 24-Physician Assistant;	System fix in process and estimated to be completed by 09/15/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 10/15/25 - 11/15/25.	Fix in process