



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: Dec 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 were completed between 08/19/25 - 09/12/25. Reopened issue after discovery that additional claim adjustments were required. Claim adjustments are in process and are estimated to be completed between 01/01/26 - 01/31/26.	Fix is complete and claim adjustments in process
Confirmed Issue 510: CIA-8604 Claims billing CPT T2046 are applying a global fee paid adjudication status in error.	Medicaid & MyCare	09/23/25	44-Hospice; 20-Physician/Osteopath, Individual; 86-Nursing Facility	System fix in process and estimated to be completed by 01/15/26. A manual work-around is in process and estimated to be in place by 10/20/25.	The initial round of adjustments was completed between 11/03/25 - 11/06/25. We estimate additional adjustments to be completed between 02/15/26 - 03/15/26, if needed, after the system fix is complete.	Fix and claim adjustments are in process

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Confirmed Issue 512: CIA-8616 A small portion of MyCare Medicaid Behavioral Health claims received on or after 10/01/25 are processing in medical environment in error.	Medicaid & MyCare	10/13/25	00-All provider types	System fix completed on 10/23/25.	Impacted claims are being rekeyed into the Behavioral Health environment for processing beginning on 10/17/25. The remaining claim rekeys were completed by 12/05/25. Impacted claims submitted through the Buckeye Health Plan Web Portal will be addressed under CPSE issue 519. Claim rekeys spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the January 2026 submission.	Resolved
Confirmed Issue 514: CIA-8773 Claims for Opt-out MyCare members in ventilator program are denying for care covered by another payer per COB in error.	MyCare	10/28/25	44-Hospice; 86-Nursing Facility	Issue determined to be caused by a manual processing error. Education provided on 10/28/25.	Claim adjustments were completed between 11/08/25 - 12/04/25. This issue is resolved and will be removed from the January 2026 submission.	Resolved
Confirmed Issue 516: CIA-8742 Claims billing CPTs 99212 - 99215 under diagnosis codes related to lactation consulting services are denying for invalid modifier in error.	Medicaid & MyCare	11/03/25	20-Physician/Osteopath, Individual; 21-Professional Medical Group; 72-Nurse Practitioner, Individual; 12-Federally Qualified Health Center; 01-Hospital (Outpatient)	System fix completed on 12/09/25.	Impacted claims are being identified for adjustment. We estimate claim adjustments to be completed between 01/15/26 - 02/15/26.	Fix is complete and claim adjustments in process

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Confirmed Issue 517: CIA-8854 Claims billing CPT S5001 are denying for no authorization in error.	Medicaid	11/24/25	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 01/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 01/15/26 - 02/15/26.	Fix in Process
Confirmed Issue 518: CIA-8870 Outpatient hospital claims billing CPT AXXXX are denying as non-covered in error.	Medicaid & MyCare	12/01/25	01-Hospital (Outpatient)	System fix completed on 12/12/25.	Impacted claims are being identified for adjustment. We estimate claim adjustments to be completed between 01/15/26 - 02/15/26.	Fix is complete and claim adjustments in process
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 01/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 02/15/26 - 03/15/26.	Fix in Process