



## UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: February 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 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 were completed between 01/09/26 - 01/28/26. Adjustments spanned over 30 days due to the reopening of this issue for additional claim adjustments. This issue is resolved and will be removed from the March, 2026 submission.	Resolved
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.	Claim adjustments were completed between 12/31/25 - 01/21/26. This issue is resolved and will be removed from the March, 2026 submission.	Resolved

CPSE Report – Updated 02/15/2026 (continued)



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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	Additional time is needed for system fix. We estimate fix to be complete by 03/01/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 04/01/26 - 05/01/26.	Fix in Process
Confirmed Issue 520: CIA-8915 Claims billing E2218 and E2219 are denying as non-covered in error.	Medicaid & MyCare	12/16/25	76-Durable Medical Equipment Supplier	System fix completed on 01/21/26.	Claim adjustments were completed between 01/29/26 - 01/30/26. This issue is resolved and will be removed from the March, 2026 submission.	Resolved
Confirmed Issue 521: CIA-8976 Claims are denying for invalid CLIA number in error.	Medicaid & MyCare	12/04/25	72-Nurse Practitioner, Individual; 80-Independent Laboratory; 20-Physician/Osteopath, Individual; 24-Physician Assistant	While the issue was identified by a third-party on 12/04/25, Buckeye was first notified of this issue on 12/30/25. The system fix was completed on 12/18/25.	Claim adjustments were completed between 01/20/26 - 01/29/26. This issue is resolved and will be removed from the March, 2026 submission.	Resolved

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<p>Confirmed Issue 522: CIA-8930 Claims billing CPT 92004, 92014, 92015 with medical diagnosis codes are denying EXK2 (DENY: PLEASE SUBMIT TO VISION VENDOR FOR PROCESSING) in error.</p>	<p>Medicaid &amp; MyCare</p>	<p>01/09/26</p>	<p>35-Optometrist, Individual</p>	<p>System fix in process and estimated to be completed by 03/15/26.</p>	<p>Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 04/15/26 - 05/15/26.</p>	<p>Fix in Process</p>
<p>Confirmed Issue 523: CIA-8984 A limited number of claims submitted through the Buckeye Web Portal in December, 2025 denied EXsC (DENY: SUBMIT CLAIM TO OHIO MEDICAID ENTERPRISE SYSTEM - OMES) in error.</p>	<p>Medicaid</p>	<p>01/05/26</p>	<p>16 &amp; 60-Home Health Agency; 76-Durable Medical Equipment Supplier; 72-Nurse Practitioner, Individual, 01-Hospital (IP &amp; OP); 20-Physician/Osteopath, Individual; 09-Doula; 80-Independent Laboratory; 86-Nursing Facility</p>	<p>Issue determined to be caused by a manual processing error. Education provided on 01/07/26.</p>	<p>Claim adjustments were completed between 01/20/26 - 01/28/26. This issue is resolved and will be removed from the March, 2026 submission.</p>	<p>Resolved</p>
<p>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.</p>	<p>MyCare</p>	<p>01/02/26</p>	<p>00-All provider types</p>	<p>System fix completed on 02/06/26.</p>	<p>Impacted claims are being rekeyed into the Buckeye Health Plan environment beginning on 02/11/26. We estimate claim rekeys to be completed by 03/01/26.</p>	<p>Fix is complete and claim adjustments in process</p>

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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 &amp; 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>Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 03/15/26 - 04/15/26.</p>	<p>Fix is complete and claim adjustments in process</p>
<p>Confirmed Issue 526: CIA-9018 A small portion of MyCare Claims submitted through OMES on or after 01/01/26 are denying EXTO (DENY: PLEASE RESUBMIT TO THE MEDICAL PLAN FOR CONSIDERATION) in error.</p>	<p>MyCare</p>	<p>01/12/26</p>	<p>00-All provider types</p>	<p>Issue determined to be caused by a manual processing error. Education provided on 01/12/26.</p>	<p>Claim adjustments were partially completed between 02/11/26 - 02/15/26. We estimate the remaining claim adjustments to be completed between 02/15/26 - 02/28/26.</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 &amp; 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 are in process and estimated to be completed between 04/01/26 - 05/01/26 due to the notification period required for all overpayment recoveries.</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	System fix in process and estimated to be completed by 03/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 04/15/26-05/15/26.	Fix in process