



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: July 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 90% of claims have been rekeyed with the remaining fallout claims expected to be rekeyed between 07/15/26 - 08/15/26.	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 07/15/26 - 08/15/26 due to the notification period required for all recoveries	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 partially completed between 06/15/26 - 07/15/26. We estimate remaining claims to be reprocessed between 07/15/26 - 08/15/26.	Fix is complete and claim adjustments in process
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 in process and estimated to be completed by 08/01/26.	Manual work-around in place as of 02/24/26. We estimate adjustments to be completed between 09/01/26-10/01/26.	Fix 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 is estimated to be completed by 08/15/26.	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. The initial round of adjustments were partially completed between 05/22/26 - 07/15/26. We estimate the remaining fallout claims to be completed between 07/15/26 -08/15/26.	Fix and claim adjustments in process
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	3/10/26	01-Hospital (Outpatient)	System fix completed on 05/04/26.	Claim adjustments occurred between 06/25/26 - 07/13/26. This issue is resolved and will be removed from the August, 2026 Submission.	Resolved
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 partially completed between 06/15/26 - 07/15/26. We estimate the remaining fallout claims to be completed between 07/15/26 - 07/31/26.	Fix is complete and claim adjustments in process

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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;	We estimate fix to be complete by 08/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 09/15/26 - 10/15/26.	Fix in process
Confirmed Issue 540: CIA-9327 Corrected claims are denying as duplicate against the original claim in error.	Medicaid & MyCare	4/15/26	00-All provider types	While the issue was identified by a third party on 12/31/25, Buckeye was first notified of this issue on 04/15/26. The system fix was completed on 01/30/26.	Claims adjustments were partially completed between 04/17/26 - 05/15/26. The remaining claim adjustments occurred between 06/22/26 - 07/09/26. This issue is resolved and will be removed from the August, 2026 submission.	Resolved

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Confirmed Issue 541: CIA-9427 Waiver claims for non-participating agency providers are paying non-agency rates in error.	MyCare	4/21/26	45-Waivered Services Organization	System fix completed on 05/08/26.	Claim adjustments were completed between 06/29/26 - 07/08/26. This issue is resolved and will be removed from the August, 2026 submission.	Resolved
Confirmed Issue 544: CIA-9522 Claims billing CPT J2405 are denying for no authorization in error.	Medicaid	5/8/26	01-Hospital (Outpatient); 59-End-Stage Renal Disease (Dialysis) Clinic; 46-Ambulatory Surgery Center; 21-Professional Medical Group; 12-Federally Qualified Health Center	System fix completed on 05/27/26.	Claim adjustments were completed between 05/29/26-06/24/26. This issue is resolved and will be removed from the August, 2026 submission.	Resolved

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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; 80-Independent Laboratory; Individual; 12-Federally Qualified Health Center;	System fix completed on 6/11/26.	Claim adjustments are in process and estimated to be completed between 08/01/26 - 08/31/26.	Fix is complete and claim adjustments in process
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

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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 - 07/15/26. We estimate the remaining adjustments to be completed between 07/15/26 - 08/15/26.	Fix is complete and claim adjustments in process
Confirmed Issue 548: CIA-9550 Institutional claims are denying for attending name / NPI not on file in error.	Medicaid & MyCare	5/19/26	86-Nursing Facility; 01-Hospital (Outpatient)	System fix completed on 05/26/26.	Claims adjustments were partially completed between 06/09/26 - 06/15/26. Remaining claim adjustments were completed between 06/15/26 - 07/06/26. This issue is resolved and will be removed from the August submission.	Resolved
Confirmed Issue 549: CIA-9585 MyCare claims billing S5170 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 are in process and estimated to be completed between 07/20/26 - 08/20/26. Payments made under MyCare Medicare in error will be recouped and service will be paid as primary under the MyCare Medicaid environment.	Fix is complete and claim adjustments in process

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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.	Issue initially impacted one provider. However, it was discovered on 05/27/26 additional providers were impacted. Claim adjustments are in process and estimated to be completed between 08/15/26 - 09/15/26.	Fix is complete and claim adjustments in process
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 in process and estimated to be complete by 09/01/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 10/01/26 - 11/01/26.	Fix in process
Confirmed Issue 552: CIA-9631 A small number of hospital inpatient claims are pending in error.	Medicaid	6/3/26	01-Hospital (Inpatient)	System fix completed on 06/05/26.	Claims were processed between 06/15/26 - 06/23/26. This issue is resolved and will be removed from the August, 2026 submission.	Resolved

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Confirmed Issue 553: CIA-9663 Claims billing 64 units for CPT T1019 per day are denying for maximum daily benefit has been reached in error.	MyCare	6/9/26	45-Waivered Services Organization	System fix completed on 06/23/26.	Claim adjustments were completed between 06/30/26 - 07/01/26. This issue is resolved and will be removed from the August, 2026 submission.	Resolved
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	System fix in process and estimated to be complete by 08/15/26.	While the system fix is in process, claims are being manually processed starting on 05/19/26. We estimate the remaining claim adjustments to be completed between 06/15/26 - 08/15/26.	Fix 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 in process and estimated to be complete by 08/15/26.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 09/15/26 - 10/15/26.	Fix in Process

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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; 50-Clinic; 05-Rural Health Clinic	System fix in process and estimated to be complete by 08/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 09/15/26 - 10/15/26.	Fix in Process
Potential Issue 557: CIA-9130 Nursing facility vent claim recoveries occurred on non-vent services in error.	Medicaid & MyCare	7/10/26	86-Nursing Facility	Issue determined to be caused by manual processing error. Education provided on 07/10/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 09/15/26 - 10/15/26.	Fix is complete and claim adjustments in process
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.	Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 08/15/26 - 09/15/26.	Fix is complete and claim adjustments in process