



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: July 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.	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. Adjustments spanned over 30 days due to the additional fix required for issue. This issue is resolved and will be removed from the August, 2025 submission.	Resolved
Confirmed Issue 482: CIA-7753 A limited number of buy and bill claims billing for administration service are not paying appropriately.	Medicaid & MyCare	03/07/25	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant	System fix completed on 06/24/25.	Manual work-around in place as of 03/10/25. Claim adjustments were completed between 06/27/25 - 07/02/25. This issue is resolved and will be removed from the August, 2025 submission.	Resolved

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Confirmed Issue 489: CIA-8028 Claims billing anesthesia services with modifier AD are underpaying in error.	Medicaid & MyCare	04/17/25	20-Physician/Osteopath, Individual; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 68-Anesthesia Assistant, Individual	System fix completed on 06/04/25.	Claim adjustments were completed between 06/30/25 - 07/10/25. This issue is resolved and will be removed from the August, 2025 submission.	Resolved
Confirmed Issue 490: CIA-8128 Claims billing CPT G0447 are underpaying in error.	Medicaid	05/13/25	01-Hospital (Outpatient)	System fix completed on 05/15/25.	Claim adjustments were completed between 06/16/25 - 06/17/25. This issue is resolved and will be removed from the August, 2025 submission.	Resolved
Confirmed Issue 491: CIA-8154 Behavioral Health claims billed by a licensed social worker are denying for needing primary EOP in error.	MyCare	05/13/25	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 05/13/25.	Claim adjustments were completed between 06/04/25 - 06/15/25 and 06/20/25 - 07/10/25. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the August, 2025 submission.	Resolved

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Confirmed Issue 492: CIA-8093 Claims billing procedure code B4035 are denying for missing itemized bill in error.	Medicaid & MyCare	06/04/25	76-Durable Medical Equipment Supplier; 70-Pharmacy	System fix completed on 06/17/25.	Claim adjustments were completed between 06/30/25 - 07/10/25. This issue is resolved and will be removed from the August, 2025 submission.	Resolved
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	Additional time is needed for the system fix. We estimate the fix to be completed by 08/15/25.	Due to the additional time needed for the system fix, we estimate claim adjustments to be completed between 09/15/25 - 10/15/25.	Fix in process
Confirmed Issue 494: CIA-8218 Claims billing CPT 90837 over the MUE limit are paying in error.	Medicaid & MyCare	06/09/25	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;	Additional time is needed for the system fix. We estimate the fix to be completed by 09/15/25.	Due to the additional time needed for the system fix and notification period for recoupments, we estimate claim adjustments to be completed between 10/15/25 - 11/15/25.	Fix in process

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Confirmed Issue 495: CIA-8234 Claims billing procedure code 90697 are denying as non-covered in error.	Medicaid	06/10/25	01-Hospital (Outpatient); 46-Ambulatory Surgery Center	System fix completed on 06/23/25.	Claim adjustments are in process and estimated to be completed between 08/15/25 - 09/15/25.	Fix is complete and claim adjustments in process
Confirmed Issue 496: CIA-8186 Claims billing procedure code 70491 are denying for not payable when billed in conjunction with another service on the same day in error.	Medicaid	05/30/25	20-Physician/Osteopath, Individual	System fix completed on 06/13/25.	Claim adjustments were completed between 06/26/25 - 07/07/25. This issue is resolved and will be removed from the August, 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	Additional time is needed for the system fix. We estimate the fix to be completed by 10/15/25.	An initial round of claim recoupments has been submitted while the system fix is in process. We estimate adjustments to be completed between 10/15/25 - 11/15/25.	Fix and claim adjustments in process
Confirmed Issue 498: CIA-8295 A small number of DME claims incorrectly priced for dates of service on or after 04/01/25.	Medicaid & MyCare	06/27/25	76-Durable Medical Equipment Supplier	System fix completed on 06/30/25.	Claim adjustments were completed between 07/10/25 - 07/11/25. This issue is resolved and will be removed from the August, 2025 submission.	Resolved