



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: March 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 | Due to the complexity of the issue, additional time is needed for the system fix. We estimate fix to be complete by 05/01/26. | Due to the additional time needed for system fix, we estimate adjustments to be completed between 06/01/26 - 07/01/26. | Fix in Process |
| 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. | Medicaid & MyCare | 01/09/26 | 35-Optometrist, Individual | System fix completed on 02/16/26. | Claim adjustments were completed between 02/23/26 - 03/09/26. This issue is resolved and will be removed from the April, 2026 submission. | Resolved |

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|---|-------------------|--------------------------------|--|---|---|--|
| 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. | MyCare | 01/02/26 | 00-All provider types | Upon further review, an additional fix was required. System fix completed on 02/06/26. | Impacted claims are being rekeyed into the Buckeye Health Plan environment beginning on 02/11/26. We estimate the remaining fallout rekeys to finalize between 03/15/26 - 04/15/26. | Fix is complete 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 are in process and estimated to be completed between 04/01/26 - 05/01/26. Claim overpayments are estimated to be completed between 06/01/26 - 07/01/26 to allow for required notification period for all recoupments. | Fix is complete and claim adjustments in process |
| 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. | MyCare | 01/12/26 | 00-All provider types | Issue determined to be caused by a manual processing error. Education provided on 01/12/26. | Claim adjustments were completed between 02/11/26 - 03/12/26. This issue is resolved and will be removed from the April, 2026 submission. | Resolved |

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|--|------------------------------|--------------------------------|--|---|---|---|
| <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 & 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> |
| <p>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.</p> | <p>MyCare</p> | <p>02/12/26</p> | <p>86-Nursing Facility; 55-Waivered Services, Individual; 45-Waivered Services Organization; 16 & 60-Home Health Agency</p> | <p>Additional time is required for the system fix. We estimate the fix to be completed by 05/15/26.</p> | <p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/26-07/15/26.</p> | <p>Fix in process</p> |

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|---|------------------|--------------------------------|--|---|--|--|
| Confirmed Issue 529: CIA-9152 Claims billing presumptive and definitive lab services in an emergency room place of service are denying for no authorization in error. | Medicaid | 02/19/26 | 80-Independent Laboratory; 72-Nurse Practitioner, Individual; 20-Physician/Osteopath | System fix in process and estimated to be completed by 04/15/26. | Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/26-06/15/26. | Fix in process |
| Confirmed Issue 530: CIA-8830 Claims billing H2000 for OhioRISE members are incorrectly denying when the date of service matches the member's enrollment effective date. | Medicaid | 02/20/26 | 84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program | Issue determined to be caused by a manual processing error. Education provided on 02/20/26. | Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 04/01/26 - 05/01/26. | 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 | 02/24/26 | 82-Ambulance | System fix in process and estimated to be completed by 04/15/26. | Manual work-around in place as of 02/24/26. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/26 - 06/15/26. | Fix in process |

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| <p>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.</p> | <p>Medicaid & MyCare</p> | <p>02/27/26</p> | <p>76-Durable Medical Equipment Supplier; 70-Pharmacy;</p> | <p>System fix in process and estimated to be completed by 04/15/26.</p> | <p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/26-06/15/26.</p> | <p>Fix in process</p> |
| <p>Confirmed Issue 533: CIA-9242 Claims billing for waiver services are denying for no authorization or service exceeded authorized limit in error.</p> | <p>Medicaid & MyCare</p> | <p>03/04/26</p> | <p>45-Waivered Services Organization; 55-Waivered Services, Individual</p> | <p>System fix in process and estimated to be completed by 04/15/26.</p> | <p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/26-06/15/26.</p> | <p>Fix in process</p> |
| <p>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</p> | <p>Medicaid</p> | <p>03/10/26</p> | <p>01-Hospital (Outpatient)</p> | <p>System fix in process and estimated to be completed by 05/15/26.</p> | <p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/15/26-08/15/26 due to the notification period required for all recoupments.</p> | <p>Fix in process</p> |