



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: May 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	During testing for the system fix, it was discovered a secondary fix will be required. We estimate this to be complete by 07/15/26.	While the system fix is in process, claims are being manually re keyed starting on 05/04/26. We estimate the remaining rekeys to be completed between 05/15/26 - 06/15/26.	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 04/15/26 - 08/15/26 due to the notification period required for all recoveries.	Fix is complete and claim adjustments in process

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 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.	Medicaid & MyCare	01/29/26	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	System fix completed on 01/29/26.	Claim adjustments were partially completed between 03/30/26 - 05/15/26. The remaining fallout claim adjustments are estimated to be completed between 05/16/26 - 05/31/26. Adjustments spanned over 30 days due to the identification and remediation of fallout claims.	Fix is complete and claim adjustments in process
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 completed on 04/23/26.	Claim adjustments are in process and estimated to be completed between 05/15/26 - 06/15/26.	Fix is complete and claim adjustments in process

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 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 completed on 04/09/26.	Claim adjustments were completed on 05/07/26. This issue is resolved and will be removed from the June, 2026 submission.	Resolved
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 06/15/26.	Claim adjustments are estimated to be completed between 07/15/26 - 08/15/26.	Fix in process

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
<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>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 07/15/26.</p>	<p>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. We estimate this initial round of claim adjustments to be completed between 06/15/26 - 07/15/26.</p>	<p>Fix in process</p>
<p>Updated Description: Potential 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>Upon further review, this was determined to be caused by provider billing error. No system fix required.</p>	<p>Due to denials being valid, this issue is resolved and will be removed from the June, 2026 submission.</p>	<p>Resolved</p>

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 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	03/10/26	01-Hospital (Outpatient)	System fix completed on 05/04/26.	Claim recoupment adjustments are in process and estimated to be completed between 07/01/26-07/31/26.	Fix is complete and claim adjustments in process
Confirmed Issue 535: CIA-9252 Claims for members who have a Traditional Medicare plan and a secondary Medicaid plan are denying for needing primary EDP in error .	Medicaid	03/20/26	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 are in process and estimated to be completed between 06/15/26- 07/15/26.	Fix is complete and claim adjustments in process
Confirmed Issue 536: CIA-9181 CPT H0038 is denying for no authorization in error when billed under schizophrenia spectrum/other psych disorders & mood affective disorders diagnosis codes and ACT services have not been billed within the same month .	Medicaid & MyCare	03/24/26	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 complete by 05/31/26.	Claim adjustment project will be submitted with 60 days of system fix implementation . We estimate adjustments to be completed between 07/01/26 - 08/01/26.	Fix in Process

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
<p>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.</p>	<p>MyCare</p>	<p>4/6/2026</p>	<p>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</p>	<p>System fix in process and estimated to be completed by 06/15/26.</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.</p>	<p>Fix in process</p>
<p>Confirmed Issue 538: CIA-8855 E&M services are denying for reimbursement included in another code in error when billed on the same day as SUD services are provided by a different provider.</p>	<p>Medicaid & MyCare</p>	<p>4/8/2026</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>System fix completed on 04/09/26.</p>	<p>Claim adjustments are in process and estimated to be completed between 05/15/26 - 06/15/26 ..</p>	<p>Fix is complete and claim adjustments in process</p>

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 539: CIA-9416 MyCare behavioral health E&M claims are not paying as primary under Medicaid when billing under place of service code 32.	MyCare	4/17/2026	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95- ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 04/23/26.	Claim adjustments are in process and estimated to be completed between 05/15/26 - 06/15/26.	Fix is complete and claim adjustments in process
Confirmed Issue 540: CIA-9327 Corrected claims are denying as duplicate against the original claim in error.	Medicaid & MyCare	4/15/2026	00-All provider types	While the issue was identified by a third party on 12/31/25, Buckeye was 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. We estimate the remaining adjustments to be completed between 05/15/26 - 06/15/26.	Fix is complete and claim adjustments in process
Confirmed Issue 541: CIA-9427 Waiver claims for non-participating agency providers are paying non-agency rates in error.	MyCare	4/21/2026	45-Waivered Services Organization	System fix completed on 05/08/26.	Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 06/01/26 - 06/30/26.	Fix is complete and claim adjustments in process

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 542: CIA-9469 Claims billing CPT codes with TH modifier not in the first position from the Appendix DD fee schedule for date of service on or after 01/01/26 are incorrectly pricing.	Medicaid	05/06/2026	01-Hospital (Outpatient); 21-Professional Medical Group; 72-Nurse Practitioner, Individual; 24-Physician Assistant	It was determined there were claims which were missed on the original claim adjustments submitted for the 01/01/26 Appendix DD fee schedule update. No system fix required as the correct rates have been loaded since 03/13/26.	Claim adjustments are in process and estimated to be completed between 06/01/26 - 06/30/26.	Fix is complete and claim adjustments in process
Confirmed Issue 543: CIA-9415 Behavioral Health claims billing J0577 or J0578 are denying as non-covered in error.	Medicaid	4/15/2026	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program; 20-Physician/Osteopath;	System fix completed on 05/04/26.	Claim adjustments are in process and estimated to be completed between 06/01/26 - 06/30/26.	Fix is complete and claim adjustments in process
Confirmed Issue 544: CIA-9522 Claims billing CPT J2405 are denying for no authorization in error.	Medicaid	5/8/2026	01-Hospital (Outpatient); 59-End-Stage Renal Disease (Dialysis) Clinic; j 46-Ambulatory Surgery Center; 21-Professional Medical Group; 12-Federally Qualified Health Center	System fix in process and estimated to be complete by 06/15/26.	While the system fix is in process impacted claims were submitted for adjustment. We estimate adjustments to be completed between 06/01/26 - 06/30/26.	Fix and claim adjustments in process

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
<p>Confirmed Issue 545: CIA-9312 Claims billing for emergency services are denying for provider not registered with the state in error.</p>	<p>Medicaid & MyCare</p>	<p>5/8/2026</p>	<p>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;</p>	<p>System fix in process and estimated to be complete by 07 /01/26.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 08/01/26 - 08/31/26.</p>	<p>Fix in Process</p>
<p>Confirmed Issue 546: CIA-9486 MyCare Medicaid manually priced claims are applying maximum allowable has been paid by primary insurance (EXMX) in error.</p>	<p>MyCare</p>	<p>4/30/2026</p>	<p>00-All provider types</p>	<p>Issue caused by manual processing error. Education provided and work process updated on 04/28/26.</p>	<p>Claim adjustments are in process and estimated to be completed between 07 /15/26 -08/15/26.</p>	<p>Fix is complete and claim adjustments in process</p>