UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: November 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
Updated Description: Confirmed Issue 531: CIA-9086 Claims billing for transportation services are incorrectly processing resulting in erroneous payments and denials.	Medicaid	02/24/26	82-Ambulance	System fix completed on 07/13/26.	Manual work-around in place as of 02/24/26. Claim adjustments were completed between 08/21/26 - 11/11/26. Adjustments spanned over 30 days due to identification and remediation of fallout claims. This issue is resolved and will be removed from the December, 2026 submission.	Resolved
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	04/06/26	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;	System fix completed on 10/10/26.	Claim adjustments were partially completed between 11/07/26 - 11/15/26. We estimate remaining adjustments to be completed between 11/15/26 - 12/15/26.	Fix is complete and claim adjustments in process

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Confirmed Issue 546: CIA-9486 MyCare Medicaid manually priced claims are applying maximum allowable has been paid by primary insurance (EXMX) in error.	MyCare	04/30/26	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
Confirmed Issue 547: CIA-9549 Professional claims are denying for ordering, referring, prescribing NPI required in error.	Medicaid & MyCare	05/19/26	00-All provider types	System fix completed on 05/26/26.	Claims adjustments were partially completed between 06/10/26 - 11/15/26. Approximately 98% of claims have been rekeyed with the remaining fallout claims expected to be rekeyed between 11/15/26 - 12/15/26.	Fix is complete and claim adjustments in process
Confirmed Issue 551: CIA-9525 Private room charges not applying patient liability in error	Medicaid & MyCare	05/29/26	86-Nursing Facility; 44-Hospice	System fix completed on 08/14/26.	Claim adjustments paused until issue 554 fix is complete. We estimate adjustments to be complete between 12/15/26 - 01/15/27.	Fix is complete and claim adjustments in process

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Confirmed Issue 554: CIA-9693 Incorrect coordination of benefits applied to MyCare Medicaid claims causing erroneous processing and delays in payment.	MyCare	05/19/26	00-All provider types	Additional corrective action required for full remediation. We estimate additional corrective action to be completed by 12/15/26.	While the system fix is in process, claims are being manually processed starting on 05/19/26. Additional claim adjustments are estimated to be completed between 11/15/26 - 12/15/26.	Fix and claim adjustments in process
Confirmed Issue 559: CIA-9914 MyCare Medicaid home health claims are denying for no authorization in error. Updated Description: Confirmed Issue 559: CIA-9914 MyCare Medicaid claims are denying for no authorization in error.	MyCare	08/06/26	16 & 60-Home Health Agency; 86-Nursing Facility; 55-Waivered Services, Individual; 45-Waivered Services Organization	System fix in process and estimated to be complete by 12/01/26.	Updated description of issue due to additional provider type impact. Manual work-around in effect since 09/01/26. Claim adjustments are estimated to be completed between 12/15/26 - 01/15/27.	Fix in Process
Confirmed Issue 561: CIA-10064 Certified Nurse Practitioner claims billing CPT 90791 are underpaying in error.	Medicaid	09/11/26	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 10/05/26.	Claim adjustments were completed between 10/26/26 - 11/05/26. This issue is resolved and will be removed from the December, 2026 submission.	Resolved

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Confirmed Issue 562: CIA-10047 MyCare Medicaid behavioral health practitioner services billed on the same day with HCPCS H0014 were recouped in error.	Medicaid & MyCare	09/16/26	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 10/05/26.	Claim adjustments were partially completed between 10/20/26 - 11/15/26. The remaining claim adjustments are estimated to be completed between 11/15/26 - 12/15/26.	Fix is complete and claim adjustments in process
Confirmed Issue 563: CIA-10133 Opt-Out MyCare Medicaid Claims for nursing facility and waiver services are recouping in error.	MyCare	09/23/26	86-Nursing Facility; 45-Waivered Services Organization; 55-Waivered Services, Individual	System fix in process and estimated to be completed by 12/15/26.	Manual work-around in place as of 09/23/26. While system fix in process, impacted claims were submitted for adjustment. Claim adjustments were partially completed between 11/02/26 - 11/15/26. We estimate remaining adjustments to be completed between 11/15/26 - 12/15/26.	Fix and claim adjustments in process

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Confirmed Issue 564: CIA-10123 A portion of Mycare Medicaid behavioral health claims for 84/95 provider types are not being processed to correct benefits in error.	Medicaid & MyCare	09/24/26	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	Additional time is needed for the system fix. We estimate the system fix to be completed by 12/31/26.	While the system fix is in process, claims have been sent for adjustment. Claim adjustments were partially completed between 10/19/26 - 11/15/26. We estimate the remaining adjustments to be completed between 11/15/26 - 12/15/26.	Fix and claim adjustments in process
Confirmed Issue 565: CIA-10162 Claims billing CPT 92507 & 92526 with DOS on or after 7/01/2025 which processed on or after 9/22/2026 denied for no authorization denial in error.	Medicaid & MyCare	09/29/26	01-Hospital (Outpatient); 86-Nursing Facility; 40-Speech Language Pathologist, Individual	System fix completed on 11/03/26.	Claim adjustments are in process and estimated to be completed between 12/01/26 - 12/31/26.	Fix is complete and claim adjustments in process

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Confirmed issue 566: CIA-9275 A portion of Outpatient Physical Therapy (GP) and Occupational Therapy (GO) claims with dates of service in 2025 and 2026 are denying for authorization in error.	Medicaid & MyCare	09/30/26	39-Physical Therapist, Individual; 01-Hospital (Outpatient); 86-Nursing Facility	System fix completed on 10/06/26.	Claim adjustments are in process and estimated to be completed between 12/01/26 - 12/31/26.	Fix is complete and claim adjustments in process
Confirmed Issue 567: CIA-10074 Claims billing CPT H2000 are denying for provider not CANS certified in error.	Medicaid	10/15/26	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 12/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 01/15/27 - 2/15/27.	Fix in Process

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Confirmed Issue 568: CIA-10255 Behavioral Health claims billed under a chemical dependency dual licensure specialty are denying for missing or invalid modifier in error.	Medicaid & MyCare	10/29/26	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 11/06/26.	Manual work around in place on 10/30/26. Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 12/15/26 - 01/15/27.	Fix is complete and claim adjustments in process
Confirmed Issue 569: CIA-10261 Behavioral Health claims billing CPT H2019 or H2017 with the KX modifier in the 3rd position are underpaying in error.	Medicaid & MyCare	10/30/26	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 12/15/26.	Manual work around in place on 10/30/26. Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 01/15/27 - 02/15/27.	Fix in Process

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Confirmed Issue 570: CIA-10285 MyCare Medicaid Claims billing CPT S5170 are applying maximum allowable has been paid by primary in error.	MyCare	11/04/26	45-Waivered Services Organization; 55-Waivered Services, Individual	System fix in process and estimated to be complete by 12/15/26.	While the system fix is in process, claims are being manually processed starting on 11/04/26. We estimate the remaining claim adjustments to be completed between 11/15/26 - 12/15/26.	Fix in Process
Confirmed Issue 571: CIA-10289 Behavioral Health claims billing CPT J0574 from 4/01/2026 to 6/30/2026 are underpaying in error.	Medicaid & MyCare	11/05/26	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 11/05/26.	Impacted claims are being identified for adjustment. Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 12/01/26 - 12/31/26.	Fix is complete and claim adjustments in process

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Confirmed Issue 572: CIA-10291 Notification letters sent for recovery, appeal acknowledgement, and disputes were not sent between 08/15/26 – 10/17/26 resulting in potential recoupments without notification and provider abrasion.	Medicaid & MyCare	11/04/26	00-All provider types	System fix in process and estimated to be complete by 12/15/26.	Any failed communication requiring additional review will be resent. We anticipate this communication to be resent between 12/01/26 - 12/31/26.	Fix in Process