



## UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: October 15<sup>th</sup>, 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 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	There was a miscommunication on the fix timeline for this issue. We were notified on 10/09/25 that the system fix was completed on 07/09/25.	Claim recoupments were completed between 09/18/25 - 10/10/25. This issue is resolved and will be removed from the November, 2025 submission.	Resolved
Confirmed Issue 499: CIA-8381 Claims billing CPT 93293 - 93296 more than once every 90 days are paying in error.	Medicaid & MyCare	7/16/2025	20-Physician/Osteopath, Individual; 24-Physician Assistant; 72-Nurse Practitioner, Individual; 01-Hospital (Outpatient)	While the issue was identified by a third party vendor on 04/09/25, Buckeye was first notified of this issue on 07/16/25. The system fix was completed on 06/26/25.	Claim recoupments were completed between 09/08/25 - 10/05/25. This issue is resolved and will be removed from the November, 2025 submission.	Resolved

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<p>Confirmed Issue 500: CIA-8147 A small number of claims for dates of service after 07/01/25 are paying without an authorization in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	Medicaid	07/23/25	76-Durable Medical Equipment Supplier; 01-Hospital (Outpatient); 20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual	System fix completed on 09/01/25.	Less than 5 providers were impacted by this issue. Claim adjustments were completed on 10/06/25. This issue is resolved and will be removed from the November, 2025 submission.	Resolved
<p>Confirmed Issue 501: CIA-8429 Claims billing CPT 90750 are denying as non-covered in error.</p>	Medicaid & MyCare	07/31/25	01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual; 24-Physician Assistant;	System fix completed on 09/09/25.	Claim adjustments were completed between 09/22/25 - 10/10/25. This issue is resolved and will be removed from the November, 2025 submission.	Resolved
<p>Confirmed Issue 503: CIA-8493 Nursing Facility claims billing value code 31 processed incorrectly between May - July.</p>	MyCare	08/21/25	86-Nursing Facility	Issue determined to be caused by a manual processing error. Education provided on 08/22/25.	Claim recoupments are in process and estimated to be completed between 11/01/25 - 11/30/25.	Fix is complete and claim adjustments in process

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Confirmed Issue 504: CIA-8519 A small portion of MyCare Medicaid Behavioral Health claims are processing in medical environment in error.	MyCare	08/27/25	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program; 72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual; 24-Physician Assistant; 01-Hospital (IP & OP); 21-Professional Medical Group; 65-Clinical Nurse Specialist, Individual; 45-Waivered Services Organization	System fix completed on 09/10/25.	Claim adjustments were completed between 09/16/25 - 10/10/25. This issue is resolved and will be removed from the November, 2025 submission.	Resolved

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Confirmed Issue 505: CIA-8557 Claims billing CPT E0260 and E0482 are denying for no authorization in error.	Medicaid	09/05/25	76-Durable Medical Equipment Supplier	System fix completed on 09/23/25.	Claim adjustments were completed between 10/07/25 - 10/10/25. This issue is resolved and will be removed from the November, 2025 submission.	Resolved
Confirmed Issue 506: CIA-7383 Claims are denying for ordering, referring, prescribing NPI required in error.	Medicaid & MyCare	09/11/25	21-Professional Medical Group	System fix completed on 09/28/25.	Claim adjustments were partially completed between 10/08/25 - 10/15/25. We estimate remaining claim adjustments to be completed between 10/15/25 - 10/31/25.	Fix is complete and claim adjustments in process

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Confirmed Issue 507: CIA-8581 Claims billing private room hospice services are denying for modifier invalid for procedure in error.	Medicaid	09/12/25	86-Nursing Facility	System fix in process and estimated to be completed by 11/01/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 11/15/25 - 12/15/25.	Fix in process
Confirmed Issue 508: CIA-8592 Claims billing CPTs H0010, H0011, H2034, and H2036 under multi-license Chemical Dependency Counselor specialties are denying for procedure inappropriate for provider specialty in error.	Medicaid & MyCare	09/15/25	95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 10/07/25.	Claim adjustments are in process and estimated to be completed between 11/01/25 - 11/30/25.	Fix is complete and claim adjustments in process
Confirmed Issue 509: CIA-8593 Claims billing CPTs A4385,A4407,A4409,A5057, A4362, A4414, A5063, & A5120 are denying for no authorization on file and maximum daily benefit reached in error.	Medicaid & MyCare	09/15/25	76-Durable Medical Equipment Supplier; 70- Pharmacy	System fix completed on 10/08/25.	Claim adjustments are in process and estimated to be completed between 11/01/25 - 11/30/25.	Fix is complete and claim adjustments in process

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Confirmed Issue 510: CIA-8604 Claims billing CPT T2046 are applying a global fee paid adjudication status in error.	Medicaid & MyCare	09/23/25	44-Hospice; 20-Physician/Osteopath, Individual; 86-Nursing Facility	System fix in process and estimated to be completed by 01/15/26. A manual work-around is in process and estimated to be in place by 10/20/25.	An initial claim adjustment project will be submitted while the system fix is in process. We estimate initial adjustments to be completed between 11/15/25 - 12/15/25.	Fix in process
Confirmed Issue 511: CIA-8642 Claims billing T2003 for dates of service on or after 07/01/25 are underpaying in error.	MyCare	09/25/25	45-Waivered Services Organization; 45-Waivered Services Organization; 12-Federally Qualified Health Center	System fix completed on 09/26/25.	Claim adjustments are in process and estimated to be completed between 11/01/25 - 11/30/25.	Fix is complete and claim adjustments in process