



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: September 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	System fix completed on 08/20/26.	While the system fix is in process, claims were manually rekeyed between 05/04/26 - 09/03/26. Adjustments spanned over 30 days due to claims requiring manual rekeying while system fix in process. This issue is resolved and will be removed from the October, 2026 submission.	Resolved
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 were completed between 03/17/26 - 09/14/26. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the October, 2026 submission.	Resolved

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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 completed on 07/13/26.	Manual work-around in place as of 02/24/26. Claim adjustments were partially completed between 08/21/26 - 09/15/26. We estimate remaining claim adjustments to be completed between 09/15/26 - 10/15/26.	Fix is complete and claim adjustments in process
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.	Medicaid & MyCare	02/27/26	76-Durable Medical Equipment Supplier; 70-Pharmacy;	After the system fix went into production on 05/07/26, it was determined a secondary fix was required. This secondary fix was completed on 07/27/26.	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. Adjustments were completed between 05/22/26 - 09/09/26. Adjustments spanned over 30 days due to identification and remediated of fallout claims. This issue is resolved and will be removed from the October, 2026 submission.	Resolved

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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	04/6/26	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;	Due to the competing priorities, additional time is needed for system fix. We estimate system fix to be completed by 10/15/26.	Due to additional time needed for the system fix, we estimate adjustments to be completed between 11/15/26 - 12/15/26.	Fix in Process
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 are in process and estimated to be completed between 07/15/26 -08/15/26. 06/15/26 Update: 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

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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 - 09/15/26. Approximately 90% of claims have been rekeyed with the remaining fallout claims expected to be rekeyed between 09/15/26 - 10/15/26.	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 are in process and estimated to be completed between 10/15/26 - 11/15/26.	Fix is complete and claim adjustments in process
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	Due to the complexity of the issue, additional time is required for system for system fix. We estimate system fix to be completed by 10/01/26.	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 09/15/26 - 10/15/26.	Fix and claim adjustments in process

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Confirmed Issue 556: CIA-9803 Claims billing CPT 99497 are denying as non-covered in error.	Medicaid & MyCare	07/7/26	21-Professional Medical Group; 72-Nurse Practitioner, Individual; 20-Physician/Osteopath; 24-Physician Assistant 50-Clinic; 05-Rural Health Clinic	System fix completed on 08/04/26.	Claim adjustments were partially completed between 08/28/26 - 09/15/26. The remaining fallout claims are estimated to be completed between 09/15/26 - 10/01/26.	Fix is complete and claim adjustments in process
Confirmed Issue 558: CIA-9819 Claims are denying EXw5 (Primary service is missing or denied per AMA guidelines) in error.	Medicaid & MyCare	06/18/26	00-All provider types	System fix completed on 06/26/26.	Claim adjustments were partially completed between 07/21/26 - 09/11/26. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the October, 2026 submission.	Resolved

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Confirmed Issue 559: CIA-9914 MyCare Medicaid home health claims are denying for no authorization in error.	MyCare	08/06/26	16 & 60-Home Health Agency;	System fix in process and estimated to be complete by 10/15/26.	Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 11/15/26 - 12/15/26.	Fix in Process
Confirmed Issue 560: CIA-9985 Dialysis claims billing CPT 90999 are denying for exceeding the number of maximum units allowed in error.	Medicaid	08/18/26	59-End-Stage Renal Disease (Dialysis) Clinic	While the issue was identified by a third party vendor on 08/18/26, Buckeye was first notified of this issue on 07/16/26. The system fix was completed on 07/22/26.	Claim adjustments were completed between 08/31/26 - 09/01/26. This issue is resolved and will be removed from the October, 2026 submission.	Resolved
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 in process and estimated to be complete by 11/01/26.	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 in Process