



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: September 15th, 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 480: CIA-7736 Private Room Nursing Facility claims are not processing as primary in error.	MyCare	02/27/25	86-Nursing Facility	System fix completed on 06/25/25. However, there was an issue with the system fix which was corrected on 07/22/25.	Manual work-around in place as of 02/27/25. Adjustments were completed between 03/31/25 - 04/15/25 and 06/26/25 - 06/30/25. Reopened issue after the discovery that the system fix required a correction. Additional claim adjustments were completed between 08/19/25 - 09/12/25. Adjustments spanned over 30 days due to the additional fix required for issue. This issue is resolved and will be removed from the October, 2025 submission.	Resolved
Confirmed Issue 493: CIA-8205 Claims billing DME rental-only procedure codes are underpaying in error.	MyCare	05/29/25	76-Durable Medical Equipment Supplier	System fix completed on 08/11/25.	Claim adjustments were completed between 07/31/25 - 08/06/25 and 08/18/25 - 08/26/25. This issue is resolved and will be removed from the October, 2025 submission.	Resolved

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Confirmed Issue 494: CIA-8218 Claims billing CPT 90837 over the MUE limit are paying in error.	Medicaid & MyCare	6/9/25	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program; 20-Physician/Osteopath, Individual; 37-Licensed Independent Social Worker (LISW); 52-Independent Marriage and Family Therapist;	System fix completed on 09/01/25.	While the system fix is in process impacted claims were submitted for recoupment. Claim adjustments were completed between 08/15/25 - 08/26/25. This issue is resolved and will be removed from the October, 2025 submission.	Resolved
Confirmed Issue 497: CIA-8278 Behavioral Health claims are paying in error when billed by non-participating providers.	Medicaid	6/12/25	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	System fix in process and estimated to be completed by 10/15/25.	Claim recoupments are in process and estimated to be completed between 10/15/25 - 11/15/25.	Fix and claim adjustments in process

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Confirmed Issue 499: CIA-8381 Claims billing CPT 93293 - 93296 more than once every 90 days are paying in error.	Medicaid & MyCare	7/16/25	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 partially completed between 09/08/25 - 09/12/25. We estimate the remaining recoupments to be completed between 09/15/25 - 10/15/25.	Fix is complete and claim adjustments in process
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.	Medicaid	7/23/25	76-Durable Medical Equipment Supplier; 01-Hospital (Outpatient); 20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual	System fix completed on 09/01/25.	Due to the notification period required for certain provider contracts, claim recoupments are estimated to be completed between 11/15/25 - 12/15/25.	Fix is complete and claim adjustments in process
Confirmed Issue 501: CIA-8429 Claims billing CPT 90750 are denying as non-covered in error.	Medicaid & MyCare	7/31/25	01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual; 24-Physician Assistant;	System fix completed on 09/09/25.	Impacted claims are being identified for adjustment. We estimate claim adjustments to be completed between 10/15/25 - 11/15/25.	Fix is complete and claim adjustments in process

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Confirmed Issue 502: CIA-8499 Claims billing CPT 98000 - 98016 are denying for modifier invalid for procedure in error.	Medicaid	08/21/25	72-Nurse Practitioner, Individual; 24-Physician Assistant; 20-Physician/Osteopath, Individual; 21-Professional Medical Group; 50-Clinic	While the issue was identified by a third party vendor on 03/14/25, Buckeye was first notified of this issue on 08/21/25. The system fix was completed on 08/12/25.	Claim adjustments were completed between 09/03/25 - 09/09/25. This issue is resolved and will be removed from the October, 2025 submission.	Resolved
Confirmed Issue 503: CIA-8493 Nursing Facility claims billing value code 31 processed incorrectly between May - July.	MyCare	08/21/25	86-Nursing Facility	Issue determined to be caused by a manual processing error. Education provided on 08/22/25.	Impacted claims are being identified for adjustment. We estimate claim adjustments to be completed between 10/15/25 - 11/15/25.	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.	Impacted claims are being identified for adjustment. We estimate claim adjustments to be completed between 10/15/25 - 11/15/25.	Fix is complete and claim adjustments in process
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 in process and estimated to be completed by 10/15/25.	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 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 in process and estimated to be completed by 10/15/25.	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