



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: March 15, 2020

Listed below are current Claims Payment Systemic Errors (CPSE). Issues are shown by date reported with the most recently reported issue listed first. This log is updated frequently every 30 days. Buckeye Health Plan encourages you to review this log often and **prior to contacting Buckeye Health Plan Provider Contact Center**. A list of resolved issues is also available at the end of this list. If you still have questions, please call at **866-296-8731** to speak to a Buckeye Health Plan Provider Claims Assistance Representative.

Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
Out of state hospitals were not paying correct 2020 rates for EAPG.	2/11/2020	Medical	New	2/24/2020	Fix is complete	N/A	4/24/2020
Procedure code 93656 is incorrectly denied for missing modifier.	2/18/2020	Medical	New	N/A	Research in progress	4/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
When observation code G0378/762 hours billed are over 24 and the claim involves 2 or 3 dates of service, claim denies services incorrectly.	2/19/2020	Medical	New	N/A	Research in progress	4/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Procedure Code K0108 is incorrectly denying due to an HCI edit.	2/21/2020	Medical	New	N/A	Research in progress	4/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Some 2020 newly effective procedure codes on the EAPG Covered Codes list are not yet installed and this is causing improper denials.	2/18/2020	Medical	New	N/A	Research in progress	4/2/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
FQHC transportation code T2003 denying for TPL in error for members with other insurance.	3/5/2020	Medical	New	N/A	Research in progress	4/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.

Buckeye Health Plan CPSE Report – Updated 03/15/2020 (continued)



Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
Some claims with code H0011 are denying erroneously for a limit exceeded	3/9/2020	Behavioral Health	New	N/A	Research in progress	4/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Procedure codes 96150 and 96154 are incorrectly denying for EAPG claims.	1/8/2020	Medical	Ongoing remediation	N/A	Fix in progress	3/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Definitive urine drug screening codes are incorrectly requiring an authorization before the annual limit.	1/15/2020	Medical	Ongoing remediation	N/A	Fix in progress	4/1/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Claims billed for a 4th home health visit of the day are systematically denying for duplicate and are pricing at the unit rate only, instead of the base plus unit rate	1/28/2020	Medical	Ongoing remediation	N/A	Fix in progress	3/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
E&M claims incorrectly paying during global surgery payment periods.	1/21/2020	Medical	Ongoing remediation	N/A	Fix in progress	3/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Dialysis claims with bill type 721 are paying incorrectly.	1/22/2020	Medical	Ongoing remediation	N/A	Fix in progress	3/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Codes A4223, A4230, A4232, and A4305 are not paying correctly after bypassing Medicare.	1/23/2020	Medical	Ongoing remediation	N/A	Fix in progress	3/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Invalid NDC denials for code J1050.	1/22/2020	Medical	Ongoing remediation	N/A	Fix in progress	3/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Home health services are not correctly paying the base rate for each visit, resulting in an underpayment.	1/24/2020	Medical	Ongoing remediation	N/A	Research in Progress	4/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.

Buckeye Health Plan CPSE Report – Updated 03/15/2020 (continued)



Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
Procedure code Q4081 incorrectly denying for EAPG claims.	2/3/2020	Medical	Ongoing remediation	N/A	Research in Progress	3/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
DME rentals are incorrectly paying without an authorization for some providers.	2/7/2019	Medical	Resolved	3/5/2019	Adjustment project completed 12/30/2019	3/5/2019	N/A
Skilled therapy services are not pricing correctly for multiple procedures.	3/22/2019	Medical	Resolved	11/26/2019	Adjustment project in progress	N/A	4/30/2020
Patient liability (PL) is being applied erroneously to claims being processed. A file load error is resulting in situations where there is low or no PL to be applied in some cases during claims processing. This results in a need for claims adjustments to correct and apply appropriate PL amounts.	12/4/2018	Medical	Resolved	3/12/2019	Recoupment project in progress	N/A	3/31/2020
The EAPG processor is incorrectly denying some MyCare claims where Medicare billing procedures conflict with EAPG hierarchy.	5/6/2019	Medical	Resolved	N/A	Adjustment project in process	2/10/2020	3/21/2020
System was cross-walking consultation procedure codes 99241-99245; 99251-99255 to new patient visit codes in error.	7/11/2019	Medical	Resolved	N/A	Adjustment project in process	7/26/2019	2/29/2020
Claims incorrectly denied CPT 86580, 36415, and 82075 for missing CLIA (Clinical Laboratory Improvement Amendments) certificate when these codes are CLIA exempt.	7/18/2019	Behavioral Health	Resolved	10/31/2019	Adjustment project completed 12/11/2019	N/A	N/A

Buckeye Health Plan CPSE Report – Updated 03/15/2020 (continued)



Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
Claims for revenue code 637 are incorrectly denying for invalid NDC.	7/3/2019	Medical	Resolved	10/11/2019	Adjustment project in progress	N/A	3/31/2020
Codes 99251-99255 are denying incorrectly in POS 21.	8/16/2019	Medical	Resolved	8/21/2019	Adjustment project in progress	N/A	10/31/2019
Codes 92004, 92012, 92014, and 92015 are incorrectly denying for members under age 20 or over age 60 when missing modifier U1.	8/17/2019	Medical	Resolved	N/A	Fix in progress	10/31/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Some DME rentals (modifier RR) paid at the non-rental rate due to a configuration error in pricing.	8/23/2019	Medical	Resolved	8/15/2019	Adjustment project completed 12/18/2019	N/A	N/A
Obsolete outpatient consultation payment policy guidelines for denials of codes 99241, 99242, 99243, 99244, 99245, 99251, 99252, 99253, 99254, 99255, G0425, G0426, and G0427 are being rescinded.	8/29/2019	Medical	Resolved	N/A	Fix is complete	10/31/2019	Claims adjustment project will be submitted and completed by 12/15/2019.
Obsolete outpatient consultation payment policy guidelines for denials of codes 99241, 99242, 99243, 99244, 99245, 99251, 99252, 99253, 99254, 99255, G0425, G0426, and G0427 are being rescinded.	8/29/2019	Medical	Resolved	N/A	Fix is complete	10/31/2019	Claims adjustment project will be submitted and completed by 12/15/2019.
Procedure code 59899 for notice of pregnancy is being incorrectly denied.	9/6/2019	Medical	Resolved	7/26/2019	Adjustment project completed 12/30/2019	N/A	N/A
Therapy providers contracted at 75 percent are paying incorrect rates for occupational therapies (all) and physical and speech therapies (when more than one service in same day).	9/17/2019	Medical	Resolved	10/11/2019	Fix is complete	N/A	N/A

Buckeye Health Plan CPSE Report – Updated 03/15/2020 (continued)



Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
Duplicate HCPC codes S5000, S5001 and J3940 billed with different NDC codes on the same claim denied for duplicate in error. The different NDC codes are not being considered causing inaccurate duplicate denials.	10/4/2019	Behavioral Health	Resolved	N/A	Fix in progress	11/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Behavioral health claims were set to EX92 pay but the claim paid zero dollars.	10/9/2019	Behavioral Health	Resolved	N/A	Fix in progress	11/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Dental code D7140 is denying potentially in error.	10/4/2019	Dental	Resolved	11/4/2019	Adjustment project completed 1/29/2019	N/A	N/A
Skilled Nursing Rates: Claims for dates of service 07/18/19 underpaid and did not pay the updated rate per ODM effective for split claims billed after 07/18/19. Per ODM, claims for July 2019 were to be split into multiple lines and not to overlap date of service 07/18/19. Claims required adjustment for correct pricing. Updated 07/18/19 rates have already been loaded, but impacted claims still need to be submitted on project.	10/30/2019	Medical	Resolved	12/30/2019	Fix is complete	n/a	3/31/2020
Professional claims are denying incorrectly for missing or invalid NDCs.	10/15/2019	Medical	Resolved	N/A	Fix is complete	11/22/2019	1/30/2020
Procedure codes T1002, T1003, and S5125 are paying incorrectly when the same service is billed by multiple providers in the same day.	10/28/2019	Medical	Resolved	N/A	Fix is complete	11/11/2019	1/31/2020
Behavioral health therapy claims are denying EXKS when billed with the U practitioner modifier.	11/1/2019	Behavioral Health	Resolved	12/8/2019	Adjustment project completed 1/31/2019	N/A	N/A

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Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
ISNFs are incorrectly receiving room and board payments when hospice providers already received payment under procedure code T2046.	11/5/2019	Medical	Resolved	N/A	Adjustment project in process	2/10/2020	2/24/2020
Dialysis claims for J0606 and J0604 are failing to pay coinsurance and deductible.	11/22/2019	Medical	Resolved	N/A	Fix is complete. Adjustment project in progress.	1/31/2020	4/30/2020
Claims for the E&M range of code 99381-99429 for immunizations has to be added to the HCI edit so that these services will no longer deny in error.	12/5/2019	Medical	Resolved	N/A	Fix is complete. Adjustment project in progress.	1/31/2020	2/29/2020
HCI maximum unit allowance for hydration services (96360 and 96361) are causing incorrect payments for EAPG claims.	6/18/2019	Medical	Resolved	N/A	Fix is complete. Adjustment project in progress.	10/10/2019	4/30/2020
SNF claims for dates of service 10/17/19 and after were underpaid and did not pay the updated rate per ODM effective for split claims billed after 10/17/19.	10/30/2019	Medical	Resolved	N/A	Fix is complete. Adjustment project in progress.	No configuration fix necessary. This was a manual processing procedural error.	4/16/2020
Procedure code 96372 is inconsistently underpaying when billed under the opioid treatment program.	12/3/2019	Behavioral Health	Resolved	N/A	Fix is complete. Adjustment project in progress.	N/A	3/29/2020
Behavioral health providers are billing with a group NPI, but the claims are processing under a different group NPI. This is causing claims to overpay or underpay in error.	12/11/2019	Behavioral Health	Resolved	N/A	Determined not to be CPSE	N/A	N/A
Sterilization claims are incorrectly denying due to expired consent forms.	12/10/2019	Medical	Resolved	1/31/2020	Fix is complete. Adjustment project in progress.	N/A	3/31/2020

Buckeye Health Plan CPSE Report – Updated 03/15/2020 (continued)



Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
There are 26 codes incorrectly denying for EAPG OPH.	11/27/2019	Medical	Resolved	N/A	Determined not to be CPSE; denials were valid.	N/A	N/A
Codes 27216, 93225, 94618, and 99354 are denying incorrectly for place of service.	12/2/2019	Medical	Resolved	N/A	Adjustment project in process	12/19/2019	2/19/2020
Labs from CMHC/SUD facilities that are covered under Medicaid but not specific to carve-in are being denied in error.	12/12/2019	Behavioral Health	Resolved	1/23/2019	Fix is complete. Adjustment project in progress.	N/A	3/23/2020
H0015 unmodified and with modifiers U6-TG are denying for missing/invalid modifiers in error.	12/3/2019	Behavioral Health	Resolved	N/A	Fix is complete. Adjustment project in progress.	12/13/2019	2/29/2020
Vent claims for REV 410 & 419 which are supposed to pay as primary under Medicaid and denying EXce, L6, LR.	12/26/2019	Medical	Resolved	N/A	Fix in progress	2/29/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Inpatient allowable Long Acting Reversible Contraception (LARC) payments were incorrectly recovered.	12/17/2019	Medical	Resolved	N/A	Fix is complete. Adjustment project in progress.	N/A	3/16/2020
Code 90662 incorrectly denied as non-covered.	12/20/2019	Medical	Resolved	1/26/2020	Fix is complete. Adjustment project in progress.	N/A	3/21/2020
Codes T1001, T1002, and T1019 paid at incorrect rate percentage.	12/24/2019	Medical	Resolved	2/10/2020	Fix is complete. Adjustment project in progress.	N/A	3/16/2020
Codes 90633, 90651, 90707, 90710, and 90716 paying incorrect fee schedule rate effective 05/01/2019.	12/26/2019	Medical	Resolved	1/14/2020	Fix is complete. Adjustment project in progress.	N/A	3/14/2020

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Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
MyCare home health claims are denying incorrectly with reason: "DENY: BILL PRIMARY INSURER 1ST RESUBMIT WITH EOB" (EXL6) under Medicaid when billed on a 1500 form.	1/13/2020	Behavioral Health	Resolved	N/A	Fix in progress	3/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Procedure codes D2332, D2335, D3220, D2391, and D2930 are incorrectly denying for EAPG claims.	1/8/2020	Medical	Resolved	N/A	Determined not to be CPSE	N/A	N/A
Invalid NDC denials due to NDC source discrepancy.	1/8/2020	Medical	Resolved	12/4/2019	Fix is complete	N/A	4/12/2020
Procedure code 96152 is incorrectly denying for EAPG claims.	1/8/2020	Medical	Resolved	N/A	Determined not to be CPSE	N/A	N/A
Sleep study codes 95782, 95783, 95800, 95801, 95803, 95805, 95807, 95808, 95810, and 95811 incorrectly denied for participating providers.	8/9/2019	Medical	Resolved	1/2/2020	Fix is complete	N/A	3/2/2020
Primary diagnosis code I48.11 incorrectly denied as non-covered.	1/24/2020	Medical	Resolved	1/31/2020	Adjustment project in process	N/A	3/31/2020