



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: May 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
EAPG version 3.14 is incorrectly pricing claims with a diagnosis code for lower extremities.	4/29/2020	Medical	New	NA	Awaiting fix updates from Optum	NA	Claims adjustment project will be submitted once updates have been received.
Transportation services are paying incorrect rates for 2020 dates of service	4/15/2020	Medical	New	NA	Fix is Complete	4/17/2020	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	Ongoing remediation	N/A	Fix in progress	4/30/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Procedure code 93656 is incorrectly denied for missing modifier.	2/18/2020	Medical	Ongoing remediation	N/A	Fix in progress	4/30/2020	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	4/30/2020	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	5/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.

Buckeye Health Plan CPSE Report – Updated 5/15/2020 (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
E&M claims incorrectly paying during global surgery payment periods.	1/21/2020	Medical	Ongoing remediation	N/A	Fix in progress	6/15/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Some claims with code H0011 are denying erroneously for a limit exceeded	3/9/2020	Behavioral Health	Resolved	4/21/2020	Fix is Complete Adjustment project in progress	N/A	6/21/2020
FQHC transportation code T2003 denying for TPL in error for members with other insurance.	3/5/2020	Medical	Resolved	N/A	This was determined not to be a CPSE issue as 5 or more providers were not impacted	N/A	N/A
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	Resolved	3/16/2020	Fix is Complete Adjustment project in progress	N/A	7/31/2020
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	Resolved	3/16/2020	Fix is Complete Adjustment project in progress	N/A	7/31/2020
Out of state hospitals were not paying correct 2020 rates for EAPG.	2/11/2020	Medical	Resolved	2/24/2020	Adjustment project complete	N/A	4/20/2020
Procedure code Q4081 incorrectly denying for EAPG claims.	2/3/2020	Medical	Resolved	4/30/2020	This was determined not to be a CPSE issue as denials were valid.	N/A	N/A

Buckeye Health Plan CPSE Report – Updated 5/15/2020 (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 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	Resolved	N/A	Fix is complete	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	Resolved	3/19/2020	Adjustment project complete	N/A	4/20/2020
Invalid NDC denials for code J1050.	1/22/2020	Medical	Resolved	12/4/2019	Adjustment project complete	N/A	4/14/2020
Definitive urine drug screening codes are incorrectly requiring an authorization before the annual limit.	1/15/2020	Medical	Resolved	3/24/2020	Fix is Complete Adjustment project in progress	N/A	6/30/2020
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	3/25/2020	Fix is Complete Adjustment project in progress	N/A	6/30/2020
Procedure codes 96150 and 96154 are incorrectly denying for EAPG claims.	1/8/2020	Medical	Resolved	3/4/2020	Fix is Complete Adjustment project in progress	N/A	5/31/2020
Vent claims for REV 410 & 419 which are supposed to pay as primary under Medicaid and denying EXce, L6, and LR.	12/26/2019	Medical	Resolved	2/29/2020	Fix is Complete Adjustment project in progress	N/A	6/10/2020
Codes T1001, T1002, and T1019 paid at incorrect rate percentage.	12/24/2019	Medical	Resolved	2/10/2020	Adjustment project in process	N/A	5/31/2020
Code 90662 incorrectly denied as non-covered.	12/20/2019	Medical	Resolved	1/21/2020	Adjustment project complete	N/A	4/20/2020

Buckeye Health Plan CPSE Report – Updated 5/15/2020 (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
Inpatient allowable Long Acting Reversible Contraception (LARC) payments were incorrectly recovered.	12/17/2019	Medical	Resolved	1/10/2020	Adjustment project complete	N/A	4/20/2020
Procedure code 96372 is inconsistently underpaying when billed under the opioid treatment program.	12/3/2019	Behavioral Health	Resolved	1/29/2020	Adjustment project is complete	N/A	4/30/2020
Dialysis claims for J0606 and J0604 are failing to pay coinsurance and deductible.	11/22/2019	Medical	Resolved	1/31/2020	Fix is Complete Adjustment project in progress	N/A	6/30/2020
ISNFs are incorrectly receiving room and board payments when hospice providers already received payment under procedure code T2046.	11/5/2019	Medical	Resolved	2/10/2020	Fix is complete, adjustment project in process	N/A	5/31/2020
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, adjustment project in process	N/A	5/31/2020
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.	5/31/2020
Professional claims are denying incorrectly for missing or invalid NDCs.	10/15/2019	Medical	Resolved	11/22/2019	Adjustment project is complete	N/A	4/15/2020

Buckeye Health Plan CPSE Report – Updated 5/15/2020 (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
Behavioral health claims were set to EX92 pay but the claim paid zero dollars.	10/9/2019	Behavioral Health	Resolved	11/30/2019	Fix is complete, adjustment project in process	N/A	7/10/2020
Claims for revenue code 637 are incorrectly denying for invalid NDC.	7/3/2019	Medical	Resolved	10/11/2019	Fix is complete, adjustment project in process	N/A	7/31/2020
HCI maximum unit allowance for hydration services (96360 and 96361) are causing incorrect payments for EAPG claims.	6/18/2019	Medical	Resolved	10/10/2019	Fix is Complete Adjustment project in progress	N/A	5/31/2020
Behavioral claims are not distinguishing supervisor levels billed on claims resulting in claim overpayment	5/10/2019	Behavioral Health	Resolved	9/26/2019	Fix is complete	N/A	This has been reported as a new issue, but the fix was completed in 2019. It was determined the system is paying as designed and we will not be recouping from the providers.
The EAPG processor is incorrectly denying some MyCare claims where Medicare billing procedures conflict with EAPG hierarchy.	5/6/2019	Medical	Resolved	2/10/2020	Fix is complete, adjustment project in process	N/A	7/31/2020
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	Fix is complete, adjustment project in process	N/A	4/30/2020