



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: July 15, 2020

Listed below are current Claims Payment Systemic Errors (CPSE). The issues are reported in descending order with the most recently identified issue listed first. This log is updated at least 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 866-296-8731 to speak to a Buckeye Health Plan Provider Claims Assistance Representative.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Issue 132: Outpatient Authorizations for radiology and imaging services were not correctly applied to claims causing them to deny in error.	6/24/2020	New	01-Hospital Outpatient	System fix completed 06/26/2020.	We estimate claim adjustments to be completed between 08/26/20 - 09/26/20.
Issue 131: CIA-2457: EAPG HCPCS G0296 incorrectly denying on outpatient claims.	6/17/2020	New	01-Hospital Outpatient	Fix in process, estimated date of completion is 07/18/2020.	We estimate claim adjustments to be completed between 09/17/20 - 10/17/20.
Issue 133: CIA-2415: Incorrect denials for codes 90951, 90952, 90953, 90954, 90955, 90956, 90957, 90958, 90959, 90960, 90961, 90962, 90963, 90964, 90965, 90966, 90967, 90968, and 90969.	6/16/2020	New	21-Professional Medical Group	System fix completed 06/25/2020.	We estimate claim adjustments to be completed between 08/22/20 - 09/22/20.
Issue 130: CIA-2473: Medical claims were set to EX92 pay but the claim paid zero dollars.	6/16/2020	New	01-Outpatient and Inpatient Hospital 12-Federally Qualified Health Center 21-Professional Medical Group 80-Independent Laboratory 82-Ambulance 86-Nursing Facility	Research in progress.	Claims adjustment project will be submitted and completed within 60 days of fix implementation.

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Issue 129: Behavioral Health outpatient claims incorrectly processed according to Optum EAPG Version 3.14 update to Optum EAPG Version 3.14 update.	6/16/2020	New	01-Outpatient Hospital	System fix is in process with an estimated completion date of 08/15/2020.	We estimated claim adjustments to be completed between 10/15/20 - 11/15/20.
Issue 128: Incorrect provider class assigned to a portion of 84/95 provider types causing claims to underpay or deny in error.	6/1/2020	Ongoing Remediation	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 06/16/2020.	Claim adjustment projects have been submitted. Adjustments have been partially completed between 06/29/20 - 07/06/20. We anticipate the remaining adjustments to be completed between 07/15/2020 - 08/15/2020.
Issue 127: Behavioral Health telehealth claims denying or underpaying in error.	5/18/2020	Ongoing Remediation	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 06/19/2020.	Claim adjustment projects are in process. We estimate adjustments to be completed between 07/31/20 - 08/31/20.
Issue 126: Behavioral Health claims billed with multiple units of CPT H0004 & H0005 are partially denying EX35.	5/18/2020	Ongoing Remediation	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 06/05/2020.	Claim adjustment projects have been submitted. Claim adjustments were partially completed between 06/25/20 - 06/30/20. We anticipate the remaining claim adjustments to be completed between 07/15/20 - 08/15/20.
Issue 124: CIA-2405: RHC claims are incorrectly paying when billed on institutional form type.	5/11/2020	Ongoing Remediation	05-Rural Health Clinic	System fix completed on 06/02/20.	Claim recoupment project has been submitted. Due to required notification period, we anticipate impacted claims to be recovered between 10/15/20 - 11/15/20.
Issue 123: CIA-2382: EAPG version 3.14 is incorrectly pricing claims with a diagnosis code for lower extremities.	4/29/2020	Ongoing Remediation	01-Outpatient Hospital	Optum is applying the EAPG configuration update in Jan 2021. Manual work around in place for current claims as of 06/16/20.	Claims adjustment project will be submitted and completed within 60 days of fix implementation.

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<p>Issue 125: CIA-2325/2374: Non-DRG Inpatient claims are incorrectly priced based upon discharge date.</p> <p>Upon further review, it was determined less than five providers were impacted and this is not a CPSE issue.</p>	4/21/2020	Ongoing Remediation	01-Inpatient Hospital	System fix completed on 07/10/2020.	Claims adjustment project will be submitted with an estimated adjustment date range between 09/15/20 - 10/15/20.
<p>Issue 122: CIA-2356: Transportation services are paying incorrect rates for 2020 dates of service</p>	4/15/2020	Ongoing Remediation	82-Ambulance	Fix was completed on 04/17/2020.	Claim adjustment project is in process. We anticipate adjustments to be completed between 07/31/20 - 08/31/20.
<p>Issue 117: CIA-2263: Procedure Code K0108 is incorrectly denying due to an HCI edit.</p>	2/21/2020	Ongoing Remediation	76-Durable Medical Equipment Supplier	While automated fix is in process, a manual work around is in place effective 06/25/2020.	Claim adjustment project is in process. We anticipate adjustments to be made between 08/15/2020 - 09/15/2020.
<p>Issue 116: CIA-2264: When observation code G0378/762 hours billed are over 24 and the claim involves 2 or 3 dates of service, claim denies services incorrectly.</p>	2/19/2020	Ongoing Remediation	01-Outpatient Hospital	System fix completed on 03/16/20.	<p>Claims adjustment projects are partially complete with paid date ranges below:</p> <p style="text-align: center;">05/18/20 -05/20/20 05/25/20 - 05/27/20 06/01/20 - 06/03/20</p> <p>We estimate final claim adjustments to be completed between 07/31/2020-08/31/2020.</p>
<p>Issue 109: CIA-2210: Select services which are excluded from Medicare coverage are not processing correctly under Medicaid as primary.</p>	1/23/2020	Ongoing Remediation	12-Federally Qualified Health Center  21-Professional Medical Group  50-Clinic  82-Ambulance	The fix is still in process with an estimated completion date of 08/15/20.	Batch processing of impacted claims complete with adjustment date range 06/16/20 - 06/26/20. Fallout claims are currently being adjusted. We anticipate completion between 07/15/20 - 07/31/2020.

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Issue 108: CIA-2250: Dialysis claims with bill type 721 are paying incorrectly.	1/22/2020	Ongoing Remediation	59-End-Stage Renal Disease (Dialysis) Clinic	While system fix is in process, impacted claims are being monitored through pre-payment audit.	Initial adjustment projects were completed with payment dates 04/19/20 - 04/25/20 and 05/14/20 - 05/20/20. Post payment audit is in process. We estimated further claim adjustments to be completed between 10/01/20 - 10/31/20.
Issue 105: CIA-2195: Definitive urine drug screening codes are not consistently applying benefit limits which is causing both under and overpayments.	1/15/2020	Ongoing Remediation	21-Professional Medical Group 80-Independent Laboratory	System fix completed 03/24/20.	We continue to identify impacted claims and estimated adjustments to be completed between 09/30/20 - 10/31/20. Any overpayments would require additional notification periods and expect those to be completed between 10/31/20 -11/30/20.
Issue 82: Dialysis claims for J0606 and J0604 failing to pay coinsurance and deductible.	11/22/2019	Ongoing Remediation	59-End-Stage Renal Disease (Dialysis) Clinic	Analysis has determined that this error was due to a manual processing issue. Coaching and feedback has been provided as of 03/10/2020.	Initial project submitted for issue has been resolved with payment dates of 04/23/20 - 04/29/20. Post payment audit is in process. We estimated further claim adjustments to be completed between 10/01/20 - 10/31/20.
Issue 81: CIA-1862: SNFs incorrectly receiving room and board payments when Hospice providers already received payment under procedure code T2046.	11/5/2019	Ongoing Remediation	86-Nursing Facility	No configuration fix necessary. This was a manual processing procedural error.	Claims adjustment project submitted and estimated date of completion was 02/24/2020. Additional impacted claims have been identified requiring a second recoupment project to be submitted. Due to recovery notification period, we estimate a completion date range of 09/30/2020 - 10/30/2020.

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<p>Issue 85: SNF Claims for dates of service 10/17/19 and after underpaid or overpaid and did not pay the updated rate per ODM effective for split claims billed after 10/17/19.</p>	<p>10/30/2019</p>	<p>Ongoing Remediation</p>	<p>86-Nursing Facility</p>	<p>No configuration fix necessary. This was a manual processing procedural error.</p>	<p>3 of 4 projects submitted for this issue have been completed with payment date ranges below:                      12/17/2019 - 12/18/2019                      01/10/2020 - 01/13/2020                      03/25/2020 - 03/30/2020                      04/21/2020 - 04/24/2020                      05/01/2020 - 05/06/2020</p> <p>Fallout claims from fourth project are currently being worked. We estimate this to be completed between 09/01/20-09/30/20.</p>
<p>Issue 75: 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.</p>	<p>10/30/2019</p>	<p>Ongoing Remediation</p>	<p>86-Nursing Facility</p>	<p>The configuration fix was completed by 12/30/2019.</p>	<p>3 of 4 projects submitted for this issue have been completed with payment date ranges below:                      12/17/2019 - 12/18/2019                      01/10/2020 - 01/13/2020                      03/25/2020 - 03/30/2020                      04/21/2020 - 04/24/2020                      05/01/2020 - 05/06/2020</p> <p>Fallout claims from fourth project are currently being worked. We estimate this to be completed between 09/01/20 - 09/30/20.</p>
<p>Issue 44: CIA-1843: Claims for Revenue code 637 incorrectly denying for invalid NDC.</p>	<p>7/3/2019</p>	<p>Ongoing Remediation</p>	<p>50-Clinic 01-Outpatient Hospital</p>	<p>Current estimation for completion is 09/30/2020. Manual work around in place as of 07/10/20.</p>	<p>Initial round of adjustments contained 5 projects with paid date ranges listed below:                      11/26/19 - 12/02/19                      12/04/19 - 12/09/19                      03/09/20 - 03/16/20                      03/20/20 - 03/23/20                      03/25/20 - 03/31/20</p> <p>Based upon required updated fix, additional adjustment projects will be completed between 10/01/20 - 10/31/20.</p>

CPSE Report – Updated 7/15/2020 (continued)



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Issue 84: CIA-790: HCl maximum unit allowance for hydration services (96360 and 96361) causing incorrect payments for EAPG claims.	6/18/2019	Ongoing Remediation	01-Outpatient Hospital	System fix completed 10/10/2019.	Batch processing completed between 04/21/20 -04/24/20. Fallout claims were processed between 04/28/20 - 05/01/20 and 05/14/20 - 05/21/20.  Post payment audit discovered additional impacted claims required adjustment. We estimate claim adjustments to be completed between 08/01/20 - 09/30/20.
Issue 34: CIA-1836: The EAPG processor is incorrectly denying some MyCare claims where Medicare billing procedures conflict with EAPG hierarchy.	5/6/2019	Ongoing Remediation	01-Outpatient Hospital 46-Ambulatory Surgery Center	Claim holds and manual processing was implemented as of 07/31/2019. We have determined this is resolved as of 02/10/2020.	First claim adjustment project was completed with payments made between 10/21/2019 -10/28/2019. Submission of post payment audit project still in process with an estimated adjustment date range of 10/15/2020-11/15/2020.
Issue 120: Some claims with code H0011 are denying erroneously for a limit exceeded.	3/9/2020	Resolved	95-ODADAS Certified/Licensed (SUD) Treatment Program	05/15/20 Update: System fix completed on 04/21/20.	Claim adjustment projects are complete. Payment date ranges: 05/16/20 - 05/18/20 05/22/20 - 05/28/20 06/20/20 - 06/26/20
Issue 115: CIA-2254: Procedure code 93656 is incorrectly denied for missing modifier.	2/18/2020	Resolved	21-Professional Medical Group	System fix completed on 05/28/2020.	Impacted claims were adjusted between 06/17/20 - 06/23/20.
Issue 107: CIA-2206: E&M claims incorrectly paying during global surgery payment periods.  After further review, this was determined not to be a CPSE issue.	1/21/2020	Resolved	01-Outpatient Hospital 12-Federally Qualified Health Center 21-Professional Medical Group 50-Clinic	N/A	After extensive analysis and review, this was determined not to be a CPSE issue due to finding that these claims did process as intended and were separately payable or did not meet the criteria for inclusion in the global processing period. There will be no configuration and claims identified for possible adjustments will not require adjusting.



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Issue 71: 191009-01: Behavioral health claims were set to EX92 pay but the claim paid zero dollars.	10/9/2019	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider  95-ODADAS Certified/Licensed (SUD) Treatment Program.	The fix was completed 02/6/2020.	Claim adjustments were completed between 06/18/20 - 06/25/20.