

Dear Business Manager:

Please submit a copy of this letter with any inquiry or additional documentation.

Buckeye previously advised that during the course of our recent review, we identified a systemic error affecting claim payments. The identified error caused Behavioral health claims to be misrouted. As a result, the affected claims are incorrectly denying with reasons: "Behavioral Health services 2/1/09 and after to be processed in Ohio CBH", "Void service for administration reasons" and "Submit charges to Behavioral Health Provider for processing".

Buckeye initially anticipated the issue being resolved within 30 days. Remediation of the issue is now anticipated to require up to 60 or more days. We will continue to communicate the status, providing updates update no later that every 30 days. Once the system error has been corrected, we will adjust the impacted claims and resubmit them for processing.

If you have questions about this information, please call **1-866-296-8731** to speak to a Buckeye Health Plan Provider Claims Assistance Representative.

Sincerely,

Buckeye Health Plan
Payment Integrity Department