



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: August 15, 2019

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.

Date Reported	Status Updates	Provider Type Impacted	Description of the Issue	Resolved Date	Updates/Resolution
08/15/2019	New	Medical	Obsolete medical necessity guidelines for monitored anesthesia care (MAC) for gastrointestinal endoscopy are causing incorrect denials.	N/A	Fix in progress.
08/15/2019	New	Behavioral Health	Claims incorrectly denied CPT 86580, 36415, 82075 for missing CLIA (Clinical Laboratory Improvement Amendments) certificate when these codes are CLIA exempt.	N/A	Fix in progress.
08/15/2019	New	Medical	Prior configuration update has potentially caused incorrect denials of CPT Code 90966 for non-covered status.	N/A	Fix in progress.
08/15/2019	New	Medical	Covered procedure L0642 is denying incorrectly as non-covered.	N/A	Research in progress.
08/15/2019	New	Behavioral Health	Claims from CMHC/SUD providers with supervising practitioners on the claims may not consistently be received and/or loaded into the system.	N/A	Research in progress.

Date Reported	Status Updates	Provider Type Impacted	Description of the Issue	Resolved Date	Updates/Resolution
7/3/2019	Ongoing Remediation	Medical	Claims for revenue code 637 are incorrectly denying for invalid NDC.	N/A	Fix in progress.
6/28/2019	Ongoing Remediation	Behavioral Health	Rate changes effective 01/01/2019 caused claims to deny incorrectly for certain code/modifier combinations.	N/A	Fix in progress.
6/17/2019	Ongoing Remediation	Medical	Procedure codes H1001, H1002, and H1003 are denying as non-covered.	N/A	Fix in progress.
6/14/2019	Ongoing Remediation	Behavioral Health	Behavioral health claims are being incorrectly paid or denied due to pay class errors. The impacted providers are set up with the wrong pay class. They are 84/95 provider types so they should be paid at the corresponding pay class.	N/A	Fix in progress.
6/10/2019	Ongoing Remediation	Behavioral Health	Claims are being denied as duplicates where the procedure, member, provider, and date of service are the same but the Place of Service is different. There is no modifier on the claims.	N/A	Fix in progress.
6/5/2019	Ongoing Remediation	Medical	Procedure code 72040 is incorrectly denying as non-covered for members aged 21 or over.	N/A	Fix in progress.
5/13/2019	Ongoing Remediation	Medical	Procedure codes E0193, E0194, E0202, E0465, E0466, E0471, E0472, E0500, E0604, E0781, and E0791 with modifier RR are denying incorrectly.	N/A	Fix in progress.
5/10/2019	Ongoing Remediation	Behavioral Health	Behavioral Health Direct Supervision claims are being underpaid in error due to system configuration.	N/A	Fix in progress.
5/7/2019	Ongoing Remediation	Behavioral Health	Behavioral Health claims are denying for TPL when there is no, or discrepant, TPL in the system.	N/A	Fix in progress.
3/22/2019	Ongoing Remediation	Medical	Skilled therapy services are not pricing correctly for multiple procedures.	N/A	Fix in progress.

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2/26/2019	Ongoing Remediation	Behavioral Health	System logic is incorrectly prompting claims intended for behavioral health to route to medical, due to recognition of taxonomy. This results in claims denying incorrectly with instruction to resubmit with EOB or "resubmit to behavioral health".	N/A	Fix in progress.
2/26/2019	Ongoing Remediation	Behavioral Health	Misrouted claims are incorrectly denying for no authorization when the billed services do not require it.	N/A	Fix in progress.
12/11/2018	Ongoing Remediation	Behavioral Health	Incorrect benefit and pricing info are causing behavioral health claims for CPT codes with U modifiers to be underpaid by Medicare or to deny from Medicaid with reason "Bill Medicare as Primary".	N/A	Fix in progress.
12/4/2018	Ongoing Remediation	Medical	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.	N/A	Fix in progress.
10/1/2018	Ongoing Remediation	Behavioral Health	Behavioral health claims are being 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".	N/A	Fix in progress.
7/15/2019	Resolved	Medical	Institutional Claims for immunizations are denying incorrectly for invalid NDCs.	7/18/2019	Adjustment project in process.
7/11/2019	Resolved	Medical	System was cross-walking consultation Procedure Codes: 99241-99245; 99251-99255 to new patient visit codes in error.	7/26/2019	Adjustment project in process.

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6/26/2019	Resolved	Medical	Procedure codes 80069, 82306, 83970, 85014, 85018, and 88305 are denying as noncovered.	N/A	Determined not to be a CPSE. No adjustments needed.
6/25/2019	Resolved	Behavioral Health	Behavioral Health claims denying for "CPT and location are not compatible" for CPT code 90791, and 90792, and Place of Service 23.	7/22/2019	Adjustment project in process.
6/12/2019	Resolved	Behavioral Health	FQHC claims for psych services and certain office visit services are denying in error due to processing with a CMHC fee schedule. The FQHC fee schedule should be used instead.	3/23/2019	Adjustment project in process.
6/11/2019	Resolved	Medical	Code J2930 is pricing at an incorrect rate beginning 05/01/2019.	8/15/2019	Adjustment project in process.
5/30/2019	Resolved	Medical	Claims for 340B are denying incorrectly for invalid NDC due to configuration error.	8/7/2019	Adjustment project completed.
5/15/2019	Resolved	Medical	Claims for revenue codes 419/410 for vent services are denying incorrectly with instruction to resubmit with EOB; additional info required by Medicare; or service not eligible, due to manual error.	5/15/2019	Adjustment project completed.
5/14/2019	Resolved	Behavioral Health	Claims for code H2019 and H2017 with dual licensed nursing specialties are incorrectly configuring to pay for higher level of service ("YA" and "YB" specialty only).	8/6/2019	Adjustment project completed.
5/10/2019	Resolved	Behavioral Health	Missing specialty codes are causing claims to deny with reason "non-covered specialty" for codes H0010, H0011, H2034, and H2036.	6/21/2019	Adjustment project completed.
5/6/2019	Resolved	Medical	The EAPG processor is incorrectly denying some MyCare claims where Medicare billing procedures conflict with EAPG hierarchy.	7/31/2019	Adjustment project in process.

Date Reported	Status Updates	Provider Type Impacted	Description of the Issue	Resolved Date	Updates/Resolution
4/26/2019	Resolved	Behavioral Health	Providers seeing IHBT claims that are being split into 4 detail lines is resulting in payment to first line and denials on the other 3, even when the provider has not billed this way.	5/23/2019	Adjustment project in process.
4/4/2019	Resolved	Behavioral Health	Behavioral health claims are incorrectly being pended with code EXNQ for "provider set-up problem".	7/31/2019	Adjustment project completed.
2/28/2019	Resolved	Behavioral Health	Claims for intensive outpatient care, with code H0015 and a chemical dependency counselor assistant as the provider type, were overpaid due to incorrect configuration.	8/9/2019	Adjustment project completed.
2/27/2019	Resolved	Behavioral Health	Federally Qualified Health Center claims for behavioral health services are denying incorrectly for invalid place of service when place of service is correct.	7/30/2019	Adjustment project completed.
2/27/2019	Resolved	Behavioral Health	The error caused claims to deny incorrectly due to modifier configuration for behavioral health services that require prior authorization.	3/15/2019	Adjustment project in process.
2/7/2019	Resolved	Medical	DME rentals are incorrectly paying without an authorization for some providers.	3/15/2019	Adjustment project in process.
1/16/2019	Resolved	Behavioral Health	Behavioral health claims with add-on codes are incorrectly denying for "add-on code billed without primary", when the primary was billed.	6/19/2019	Adjustment project completed.
1/8/2019	Resolved	Behavioral Health	Claims with code H0038 were being paid in error as the provider was not contracted for this service that was provided. This error resulted in a need to recover payments as claims should have denied.	7/30/2019	Adjustment project completed.