



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

*Updated: December 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.

Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
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	New	N/A	Fix in progress	1/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
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	New	N/A	Fix in progress	1/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Sterilization claims are incorrectly denying due to expired consent forms.	12/10/2019	Medical	New	N/A	Fix in progress	1/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
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	New	N/A	Fix in progress	1/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Procedure code 96372 is inconsistently underpaying when billed under the opioid treatment program.	12/3/2019	Behavioral Health	New	N/A	Fix in progress	1/15/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
H0015 unmodified and with modifiers U6-TG are denying for missing/invalid modifiers in error.	12/3/2019	Behavioral Health	New	N/A	Fix in progress	1/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.

Buckeye Health Plan CPSE Report – Updated 12/15/219 (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
Codes 27216, 93225, 94618, and 99354 are denying incorrectly for place of service.	12/2/2019	Medical	New	N/A	Fix in progress	1/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
There are 26 codes incorrectly denying for EAPG OPH.	11/27/2019	Medical	New	N/A	Fix in progress	1/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Dialysis claims for J0606 and J0604 are failing to pay coinsurance and deductible.	11/22/2019	Medical	New	N/A	Fix in progress	1/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
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	New	N/A	Fix is complete	No configuration fix necessary. This was a manual processing procedural error.	2/24/2020
HCI maximum unit allowance for hydration services (96360 and 96361) are causing incorrect payments for EAPG claims.	6/18/2019	Medical	New	N/A	Fix is complete. Adjustment project in progress.	10/10/2019	2/8/2020
SNFs are incorrectly receiving room and board payments when hospice providers already received payment under procedure code T2046.	11/5/2019	Medical	Ongoing remediation	N/A	Fix is complete	N/A	2/24/2020
Behavioral health therapy claims are denying EXkS when billed with the U practitioner modifier.	11/4/2019	Behavioral Health	Ongoing remediation	N/A	Fix is complete	12/8/2019	2/8/2020

Buckeye Health Plan CPSE Report – Updated 12/15/219 (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
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	Ongoing remediation	N/A	Fix in progress	12/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
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	Ongoing remediation	N/A	Fix is complete	11/11/2019	1/31/2020
Professional claims are denying incorrectly for missing or invalid NDCs.	10/15/2019	Medical	Ongoing remediation	N/A	Fix is complete	11/22/2019	1/30/2020
Behavioral health claims were set to EX92 pay but the claim paid zero dollars.	10/9/2019	Behavioral Health	Ongoing remediation	N/A	Fix in progress	11/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
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	Ongoing remediation	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	Ongoing remediation	N/A	Fix in progress	11/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
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	Ongoing remediation	N/A	Fix in progress	11/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.

Buckeye Health Plan CPSE Report – Updated 12/15/219 (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 59899 for notice of pregnancy is being incorrectly denied.	9/6/2019	Medical	Ongoing remediation	7/26/2019	Adjustment in progress	N/A	12/31/2019
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	Ongoing remediation	N/A	Fix is complete	10/31/2019	Claims adjustment project will be submitted and completed by 12/15/2019.
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	Ongoing remediation	N/A	Fix in progress	10/31/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Codes 99251-99255 are denying incorrectly in POS 21.	8/16/2019	Medical	Ongoing remediation	8/21/2019	Adjustment project in progress	N/A	10/31/2019
Claims for revenue code 637 are incorrectly denying for invalid NDC.	7/3/2019	Medical	Ongoing remediation	N/A	Fix in progress	10/31/2019	Up to 60 days after fix is implemented, claims will be resubmitted for processing if applicable.
Skilled therapy services are not pricing correctly for multiple procedures.	3/22/2019	Medical	Ongoing remediation	N/A	Fix in progress	9/30/2019	11/29/2019
DME rentals are incorrectly paying without an authorization for some providers.	2/7/2019	Medical	Ongoing remediation	N/A	Adjustment project in progress	3/5/2019	11/6/2019
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	Ongoing remediation	3/12/2019	Recoupment project in progress	N/A	10/31/2019

Buckeye Health Plan CPSE Report – Updated 12/15/219 (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 Y2032 denied incorrectly as non-covered.	10/28/2019	Medical	Resolved	10/29/2019	Adjustment project completed 12/12/2019	N/A	N/A
Procedure 99156 incorrectly denying for place of service.	10/14/2019	Medical	Resolved	10/25/2019	Adjustment project completed 12/9/2019	N/A	N/A
Behavioral health claims with code H0048 were incorrectly adjusted to pay greater than billed charges.	9/27/2019	Behavioral Health	Resolved	10/1/2019	Adjustment project completed on 11/22/19	N/A	12/1/2019
Some claims with code H2019 for service provided in the community were being paid at the office rate.	9/27/2019	Behavioral Health	Resolved	3/31/2019	Adjustment project completed on 12/3/2019	N/A	12/15/2019
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 11/30/2019	N/A	N/A
Code 0232T is incorrectly denying for EAPG claims.	8/23/2019	Medical	Resolved	10/18/2019	Adjustment project completed on 12/4/2019	N/A	N/A
IHBT claims for multiple units of CPT H2015 were being billed on one line and the system split the claim into two lines; one line with one unit and one line with remaining multiple units. The line with one unit got paid and the line with multiple units denied for "duplication" or the "procedure code combination not being allowed."	8/14/2019	Behavioral Health	Resolved	1/8/2019	Adjustments project completed 09/20/2019	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
Claims denying for invalid modifier when in fact the modifier is valid.	8/1/2019	Behavioral Health	Resolved	9/15/2019	Adjustment project completed on 12/10/2019	N/A	n/a
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
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 projects completed 12/11/2019	N/A	N/A
Prior configuration update has potentially caused incorrect denials of CPT Code 90966 for non-covered status.	7/17/2019	Medical	Resolved	8/9/2019	Adjustment project in progress	N/A	10/22/2019
Covered procedure L0642 is denying incorrectly as non-covered.	7/15/2019	Medical	Resolved	9/10/2019	Determined not to be CPSE	N/A	N/A
Institutional claims for immunizations are denying incorrectly for invalid NDCs.	7/15/2019	Medical	Resolved	7/18/2019	Adjustment project completed 9/13/2019	N/A	N/A
System was cross-walking consultation procedure codes 99241-99245 and 99251-99255 to new patient visit codes in error.	7/11/2019	Medical	Resolved	7/26/2019	Adjustment project in progress	N/A	11/30/2019
Claims from CMHC/SUD providers with supervising practitioners on the claims may not consistently be received and/or loaded into the system.	7/10/2019	Behavioral Health	Resolved	9/10/2019	Determined not to be CPSE	N/A	N/A

Buckeye Health Plan CPSE Report – Updated 12/15/219 (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
Rate changes effective 01/01/2019 caused claims to deny incorrectly for certain code/modifier combinations.	6/28/2019	Behavioral Health	Resolved	6/23/2019	Fix is complete	N/A	8/23/2019
Behavioral health claims denying for "CPT and location are not compatible" for CPT code 90791 and 90792, and place of service 23.	6/25/2019	Behavioral Health	Resolved	8/20/2019	Adjustment project completed 8/20/2019	N/A	N/A
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.	6/14/2019	Behavioral Health	Resolved	N/A	Fix is complete	N/A	10/21/2019
Code J2930 is pricing at an incorrect rate beginning 05/01/2019.	6/11/2019	Medical	Resolved	6/28/2019	Adjustment project in progress	N/A	11/15/2019
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.	6/10/2019	Behavioral Health	Resolved	9/30/2019	Fix is complete	N/A	N/A
Procedure code 72040 is incorrectly denying as non-covered for members aged 21 or over.	6/5/2019	Medical	Resolved	10/7/2019	Adjustment project completed 12/6/2019	N/A	N/A
Procedure codes E0193, E0194, E0202, E0465, E0466, E0471, E0472, E0500, E0604, E0781, and E0791 with modifier RR are denying incorrectly.	5/13/2019	Medical	Resolved	8/23/2019	Adjustment project completed 10/4/2019	N/A	N/A
Behavioral Health Direct Supervision claims are being underpaid in error due to system configuration.	5/10/2019	Behavioral Health	Resolved	5/27/2019	Fix is complete	8/9/2019	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
Behavioral health claims are denying for TPL when there is no or discrepant TPL in the system.	5/7/2019	Behavioral Health	Resolved	9/15/2019	Adjustment project in progress	N/A	11/16/2019
The EAPG processor is incorrectly denying some MyCare claims where Medicare billing procedures conflict with EAPG hierarchy.	5/6/2019	Medical	Resolved	7/31/2019	Adjustment project in progress	N/A	1/15/2020
Providers seeing IHBT claims that are being split into 4 detail lines are resulting in payment to first line and denials on the other 3, even when the provider has not billed this way.	4/26/2019	Behavioral Health	Resolved	5/23/2019	Adjustment project completed 09/18/2019	N/A	9/18/2019
The error caused claims to deny incorrectly due to modifier configuration for Behavioral Health Services that require prior authorization.	2/27/2019	Behavioral Health	Resolved	3/15/2019	Adjustment project completed 09/11/2019	N/A	N/A
Misrouted claims are incorrectly denying for no authorization when the billed services do not require it.	2/26/2019	Behavioral Health	Resolved	9/20/2019	Fix is complete	N/A	N/A
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".	2/26/2019	Behavioral Health	Resolved	9/19/2019	Adjustment project completed 11/6/2019	N/A	N/A
Incorrect benefit and pricing info is 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".	12/11/2018	Behavioral Health	Resolved	9/15/2019	Adjustment project completed 09/19/2019	N/A	N/A



Buckeye Health Plan CPSE Report – Updated 12/15/219 (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 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".	10/1/2018	Behavioral Health	Resolved	9/19/2019	Fix is complete	9/15/2019	N/A