



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: January 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
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	New	N/A	Fix in progress	2/29/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Vent claims for REV 410 and 419 are supposed to pay as primary under Medicaid and denying EXce, L6, and LR.	12/26/2019	Medical	New	N/A	Fix in progress	2/29/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Codes 90633, 90651, 90707, 90710, and 90716 are paying incorrect fee schedule rates effective 05/01/2019.	12/26/2019	Medical	New	1/14/2020	Fix is complete	N/A	3/14/2020
Codes T1001, T1002, and T1019 paid at incorrect rate percentage.	12/24/2019	Medical	New	N/A	Fix is complete	N/A	3/16/2020
Code 90662 incorrectly denied as non-covered.	12/20/2019	Medical	New	N/A	Fix in progress	2/15/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Inpatient allowable Long Acting Reversible Contraception (LARC) payments were incorrectly recovered.	12/17/2019	Medical	New	N/A	Fix is complete	N/A	3/16/2020
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	Ongoing remediation	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 1/15/2020 (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 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	Ongoing remediation	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	Ongoing remediation	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 have to be added to the HCI edit so that these services will no longer deny in error.	12/5/2019	Medical	Ongoing remediation	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	Ongoing remediation	N/A	Fix in progress	2/15/2020	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	Ongoing remediation	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	Ongoing remediation	N/A	Fix in progress	1/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
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.

Buckeye Health Plan CPSE Report – Updated 1/15/2020 (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
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	Ongoing remediation	N/A	Fix is Complete	No configuration fix necessary. This was a manual processing procedural error.	2/24/2020
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.
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.

Buckeye Health Plan CPSE Report – Updated 1/15/2020 (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
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.
HCI maximum unit allowance for hydration services (96360 and 96361) are causing incorrect payments for EAPG claims.	6/18/2019	Medical	Ongoing remediation	N/A	Fix is complete. Adjustment project in progress.	10/10/2019	2/8/2020
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
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
Codes 27216, 93225, 94618, and 99354 are denying incorrectly for place of service.	12/2/2019	Medical	Resolved	12/19/2019	Adjustment project in process	N/A	2/19/2020
There are 26 codes incorrectly denying for EAPG OPH.	11/27/2019	Medical	Resolved	N/A	Determined not to be CPSE. Denials were valid.	N/A	N/A

Buckeye Health Plan CPSE Report – Updated 1/15/2020 (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
ISNFs are incorrectly receiving room and board payments when hospice providers already received payment under procedure code T2046.	11/5/2019	Medical	Resolved	N/A	Adjustment project in process	N/A	2/24/2020
Behavioral health therapy claims are denying EXkS when billed with the U practitioner modifier.	11/1/2019	Behavioral Health	Resolved	12/8/2019	Adjustment project in process	N/A	2/8/2020
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	Resolved	10/11/2019	Fix is complete	12/23/2019	N/A
Procedure code 59899 for notice of pregnancy is being incorrectly denied.	9/6/2019	Medical	Resolved	7/26/2019	Adjustment project completed 12/30/2019	N/A	N/A
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 12/18/2019	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
DME rentals are incorrectly paying without an authorization for some providers.	2/7/2019	Medical	Resolved	3/5/2019	Adjustment project completed 12/30/2019	3/5/2019	N/A