



May 15, 2019

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. Invalid system logic is prompting claims submitted without taxonomy codes, where providers have multiple taxonomies to sporadically route to medical vs. behavioral health. Results in claim denying incorrectly with instruction to bill primary insurer first and resubmit with EOB or "resubmit to behavioral health".

We initially anticipated the issue to be resolved within 30 days. Remediation of the issue is now projected to require up to 60 days or more. We will continue to communicate the status updates to you no later than every 30 days via our provider portal.

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

Sincerely,

Buckeye Health Plan
Payment Integrity Department