



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: April 15<sup>th</sup>, 2023

Listed below are current Claims Payment Systemic Errors (CPSE). The issues are reported in ascending order with the most recently identified issue listed last. This log is updated bi-monthly. Buckeye Health Plan encourages you to review this log often and prior to contacting Buckeye Health Plan Provider Contact Center. If you still have questions, please call 866-296-8731 to speak to a Buckeye Health Plan Provider Claims Assistance Representative.

Unique ID and Description of CPSE	Date CPSE was First Identified	Billing Provider Type(s) Impacted by CPSE (select all that apply)	Timeline for Fixing CPSE	Date(s) and/ or date span(s) of Corrected Claims Adjustments	CPSE Status
Confirmed Issue 320: CIA-5378 Behavioral Health Claims are denying for missing primary EOP when member doesn't have other insurance.	11/04/22	00-All provider types	Issue is caused by discrepant TPL data under a small portion of member records. Discrepant member records were updated on 02/15/23.	Claim adjustments are in process and estimated to be complete between 04/15/23 - 05/15/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 321: CIA-5480 Original and corrected claims both paid resulting in duplicate overpayments.	12/15/22	00-All provider types	Issue determined to be caused by a manual processing error. Education provided on 01/08/23.	Claim recoupments were partially completed on 02/10/23 and 03/24/23. Due to impacted providers' contractual notification periods, remaining recoupments are estimated to be completed between 06/15/23 - 07/15/23.	Fix is complete and claim adjustments are in process.

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Confirmed Issue 326: CIA-5500 EAPG claims billing vaccine administration are overpaying in error.	01/06/23	01-Hospital (Outpatient)	System fix in process and estimated to be complete by 04/28/23.	Claim recoupment projects will be submitted once system fix is complete. We estimate adjustments to be completed between 07/01/23 - 08/01/23.	Fix in process
Confirmed Issue 329: CIA-5489 Claims are denying for missing or invalid CLIA in error.	12/27/22	20-Physician/osteopath, individual; 71-Nurse Midwife Individual; 72-Nurse Practitioner Individual; 80-Independent Laboratory; 24-Physician Assistant	The initial discovery of the issue was indicated to only impact other Centene Health Plans, however upon receipt of a provider dispute on 12/27/22, this was found to impact additional plans, including Buckeye Health Plan. The system fix for this issue was completed on 10/19/2022.	Claim adjustments were completed on 02/23/23 and between 03/17/23 - 03/29/23. Adjustments spanned over 30 days due to identification of fallout claims. This issue is resolved and will be removed from the May 2023 submission.	Resolved
Confirmed Issue 330: CIA-5521 MyCare Medicaid Behavioral Health claims billed by mid-level practitioners are denying for needing primary EOP in error.	01/11/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix in production on 03/13/23.	Manual work around in place on 01/31/23. Claim adjustments are in progress and estimated to be completed between 05/01/23 - 05/31/23.	Fix is complete and claim adjustments are in process.
Confirmed CPSE Issue 333: CIA-5566 Claims are denying for missing or invalid referral code for health check visit in error	01/31/23	20-Physician/osteopath, individual; 72-Nurse Practitioner Individual; 24-Physician Assistant	Fix completed on 02/16/2023	Claim adjustments were completed between 03/17/23 - 04/01/23. This issue is resolved and will be removed from the May 2023 submission.	Resolved

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Confirmed Issue 335: CIA-5549 Anesthesia claims billing modifier QZ are over-/under-paying in error.	01/24/23	73-Certified Registered Nurse Anesthetist (CRNA) Individual	System fix completed on 03/31/23.	Claim adjustments are in process and estimated to be completed between 05/01/23 - 05/31/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 336: CIA-5579 Claims billing CPT E0570 are paying incorrect amount.	02/06/23	76-Durable Medical Equipment Supplier	An initial system fix was completed on 03/23/23. It was discovered an additional fix was required and is currently underway to ensure all Providers are correctly reimbursed. This is estimated to be complete by 05/15/23.	While system fix in process, initial round of adjustments was completed between 03/01/23 - 03/02/23. Additional claim adjustments will be completed once the last corrective action have been finalized to ensure all Providers are correctly set up to pay appropriately. We estimate adjustments to be completed between 06/15/23 - 07/15/23.	Fix in process
Confirmed CPSE Issue 337: CIA-5573 A portion of MyCare Medicaid claims are not appropriately coordinating when corrected MyCare Medicare claims are submitted.	01/31/23	00-All provider types	System fix in process and estimated to be complete by 05/31/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/01/23 - 7/31/23.	Fix in process
Confirmed Issue 339: CIA-5632 A portion of Behavioral Health Claims processed between 01/31/23 - 02/19/23 are denying for no authorization in error.	02/27/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	Issue caused by outdated data sent from PMF between 02/01/23 - 02/15/23. The impacted practitioner records are currently being updated and expected to be complete by 03/31/2023.	Claim adjustments were completed between 03/17/23 - 04/04/23. This issue is resolved and will be removed from the May 2023 submission.	Resolved

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Confirmed Issue 341: CIA-5581 Secondary coordination of benefit claims billing place of service codes 02 and 10 are denying for service not reimbursable in this location.	02/07/23	00-All provider types	System fix initially completed on 03/21/23. Upon further investigation, it was found an additional fix was needed. This additional system fix is estimated to be complete by 04/30/23.	Claim adjustments were partially completed between 03/27/23 - 04/10/23. Once the additional system fix is complete, further claim adjustments will be completed between 05/01/23 - 05/31/23.	Fix and claim adjustments are in process.
Confirmed Issue 342: CIA-5634 Inpatient Hospital Claims billed through OMES are denying for missing or invalid POA in error.	02/27/23	01-Hospital (Inpatient)	System fix completed on 03/30/23.	Claim adjustments were partially completed between 04/03/23 - 04/04/23. We estimate the remaining claim adjustments to be completed between 04/15/23 - 05/15/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 343: CIA-5625 Claims billing CPT H1000 with modifier 33 are underpaying in error.	02/23/23	72-Nurse Practitioner Individual; 24-Physician Assistant	System fix completed on 03/17/23.	Manual work around as of 03/01/23. Claim adjustments were completed between 03/30/23 - 04/02/23. This issue is resolved and will be removed from the May 2023 submission.	Resolved
Confirmed Issue 344: CIA-5636 Claims billing CPT G0108 are denying for not reimbursable per state guidelines in error.	02/28/23	20-Physician/osteopath, 72-Nurse Practitioner Individual; individual; 07-Dietitian	System fix completed on 03/16/23.	Claim adjustments were completed between 03/29/23 - 04/04/23. This issue is resolved and will be removed from the May 2023 submission.	Resolved

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<p>Potential Issue 345: CIA-5633/5690 Professional claims billing bilateral modifier 50 are not pricing appropriately</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	02/27/23	20-Physician/osteopath, individual; 35-Optometrist Individual; 21-Professional Medical Group; 24-Physician Assistant; 72-Nurse Practitioner Individual	Issue was determined to be a manual processing issue. Education provided on 03/31/23.	There were less than 5 providers impacted. Claim adjustments were completed between 04/06/23 - 04/07/23. Since this does not meet CPSE provider count criteria, this issue will be removed from the May 2023 submission.	Resolved
<p>Confirmed Issue 346: Claims for members with no active other insurance on file were recouped in error applying a primary carrier identified denial.</p>	03/16/23	01-Hospital (Outpatient)	Issue caused by a manual processing error. Education provided on 03/16/23.	Claim adjustments were completed between 03/22/23 - 03/23/23. This issue is resolved and will be removed from the May 2023 submission.	Resolved
<p>Confirmed Issue 347: CIA-5697 Behavioral Health claims are underpaying when billed by a supervised CDCA and Dual specialty</p>	03/24/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix in process and estimated to be complete by 05/01/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/23 - 06/15/23.	Fix in process
<p>Confirmed Issue 348: CIA-5702 Claims with date of service within 365 days are applying timely filing denials applied in error.</p>	03/27/23	00-All provider types	Issue caused by a manual processing error. Education provided on 03/28/23.	Impacted claims are currently being identified for adjustment. We estimate claim adjustments to be complete between 05/01/23 - 05/31/23.	Fix is complete and claim adjustments are in process.

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Confirmed Issue 349: CIA-5711 Claims billing G0299 and G0300 are denying for maximum daily benefit has been reached in error.	03/30/23	16 & 60-Home Health Agency	System fix in process and estimated to be complete by 05/01/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/01/23 - 06/30/23.	Fix in process
Potential Issue 350: CIA-5736 Improper denial message for certain coding edits applied to claims in error.	03/28/23	00-All provider types	System fix is currently being researched and estimated to be complete by 06/01/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/01/23 - 08/01/23.	Fix in process