



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: February 15th, 2024

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 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	Line of Business	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 372: CIA-6107 Claims billing CPT 20610 are paying in error.	Medicaid & MyCare	08/28/23	73-Certified Registered Nurse Anesthetist (CRNA) Individual, 20-Physician/osteopath, individual	System fix completed on 12/26/23.	Manual work-around in place as of 09/29/23. The majority of claim recoupments were completed between 02/05/24 - 02/07/24. A small number of remaining recoupments will be completed between 04/04/24 - 05/04/24 due to a contractual requirement for recovery notification which will cause adjustments to span over 30 days.	Fix is complete and claim adjustments are in process
Confirmed Issue 378: CIA-6254 Claims billing for therapy services are denying for no authorization in error.	Medicaid & MyCare	10/16/23	39-Physical Therapist, Individual; 41-Occupational Therapist, Individual; 40-Speech Language Pathologist, Individual	An initial system fix was completed on 01/19/24. It was determined an additional fix was required and is estimated to be completed by 03/15/24.	Manual work around in place as of 10/25/2023. An initial round of adjustments was completed between 01/17/24 - 02/03/24. Due to the additional system fix required, another round of adjustments are in process and estimated to be completed between 03/01/24 - 03/31/24.	Fix and adjustments are in process

Unique ID and Description of CPSE	Line of Business	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 379: CIA-6230 A portion of claims for MyCare members are not processing through Medicare and Medicaid appropriately	MyCare	10/19/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	Due to the complexity of the issue, additional time is required for the system fix. We estimate the fix to be completed by 04/01/24.	Due to the additional time needed for the system fix, we estimate adjustments to be completed between 05/01/24 - 05/31/24.	Fix in process
Confirmed issue 380: CIA-6286 Claims billing transportation CPT T2025 paid in error when member is receiving adult day health center services, CPT S5102.	MyCare	10/25/23	16 & 60-Home Health Agency; 45-Waivered Services Organization	In an effort to reduce confusion and improve provider satisfaction, a Health Plan decision was made to allow for both services to be billed on the same day. No system fix required.	Claim recoupments occurred between 01/24/24 - 01/26/24. These claims will be repaid due to the Health Plan decision to allow for the services to be billed on the same date of service. Claims which denied for being billed on the same day will also be reprocessed. This issue is resolved and will be removed from the March 2024 submission.	Resolved
Confirmed Issue 382: CIA-6329 Behavioral Health claims billing under a supervising provider are underpaying in error.	Medicaid & MyCare	11/01/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	Due to competing priorities, the system fix is delayed and estimated to be complete by 04/01/24.	The manual work-around continues to be in place since 11/09/23 while the system fix has been delayed. We estimate claim adjustments to be completed between 05/01/24 - 05/31/24.	Fix in process

Unique ID and Description of CPSE	Line of Business	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 385: CIA-6348 Claims billing MRSS Crisis Mobile Response services are denying for Provider not contracted for this service in error.	Medicaid & MyCare	11/14/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 11/22/23.	Claim adjustments were completed between 12/19/23 - 01/03/24 and 02/07/24 - 02/08/24. Claim adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the March 2024 submission.	Resolved
Confirmed Issue 386: CIA-6371 Claims billing CPT 81513 are denying for not reimbursable per plan policy in error.	Medicaid	11/20/23	01-Hospital (Outpatient); 80-Independent Laboratory	Additional time is required for the system fix. We estimate this to be completed by 02/20/24.	Due to additional time needed for system fix, claim adjustments are estimated to be completed between 03/20/24 - 04/20/24.	Fix in process
Confirmed Issue 392: CIA-6328 Claims billing ABA Services have underpaid in error.	Medicaid	11/16/23	42-Psychologist, Individual; 01-Hospital (Outpatient); 96-Paraprofessional	System fix completed on 12/20/23.	Claim adjustments were partially completed between 02/01/24 - 02/13/24. The remaining fallout adjustments are estimated to be complete between 02/15/24 - 03/15/24.	Fix is complete and claim adjustments are in process

Unique ID and Description of CPSE	Line of Business	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 393: CIA-6438 Buy and bill claims billing for administration service are not paying appropriately.	Medicaid & MyCare	12/14/23	72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual; 24-Physician Assistant; 71-Nurse Midwife Individual; 65-Clinical Nurse Specialist, Individual	System fix completed on 01/08/24.	Claim adjustments were partially completed between 01/17/24 - 02/12/24. The remaining fallout adjustments are estimated to be complete between 02/15/24 - 03/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 394: CIA-6476 Claims denied for NCCI PTP edits in error.	Medicaid & MyCare	12/20/23	80-Independent Laboratory; 20-Physician/Osteopath, Individual; 24-Physician Assistant	The initial discovery of the issue was indicated to only impact other Centene Health Plans, however upon receipt of a notification on 12/20/23, this was found to impact additional plans, including Buckeye Health Plan. The system fix for this issue was completed on 11/06/23.	Claim adjustments were completed between 01/16/24 - 01/18/24. This issue is resolved and will be removed from the March 2024 submission.	Resolved
Confirmed Issue 395: CIA-6499 A portion of hospital claims processed between 12/15/23 - 12/20/23 did not reimburse contractual amount appropriately.	Medicaid & MyCare	12/26/23	01-Hospital (IP & OP)	System fix requires additional time and is estimated to be complete by 04/01/24.	Due to the additional time needed for the system fix, we estimate adjustments to be completed between 05/01/24 - 05/31/24.	Fix in process

Unique ID and Description of CPSE	Line of Business	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
<p>Potential Issue 396: CIA-6515 Claims billing certain passport waiver services prior to 01/01/24 are underpaying in error.</p> <p>Updated Description: Confirmed Issue 396: CIA-6515 Claims billing certain passport waiver services prior to 01/01/24 are overpaying in error.</p>	MyCare	01/11/24	12-Federally Qualified Health Center; 55-Waivered Services, Individual; 45-Waivered Services Organization	System fix completed on 02/07/24.	Updated the description based upon further review of the claims. A decision was made to not recoup claim underpayments. This issue is resolved and will be removed from the March 2024 CPSE submission.	Resolved
<p>Confirmed Issue 397: CIA-6490 A portion of the home health/waiver fee schedules effective 01/01/24 were not loaded within 20 days from ODM posting to website.</p>	Medicaid & MyCare	01/22/24	55-Waivered Services, Individual; 45-Waivered Services Organization, 16 & 60-Home Health Agency; 38-Private Duty Non-Agency RN or LPN; 25-Non-Agency Personal Care Aide	The majority of the fee schedule rates were loaded prior to 02/08/24. The remaining final fallout updates are in process and estimated to be completed by 02/22/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 03/22/24 - 04/22/24.	Fix in process

Unique ID and Description of CPSE	Line of Business	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 398: CIA-6470 Claims billing CPT codes 36415, 86015, 86258, 88148, and 88150 for dates of service on or after 01/01/2024 are incorrectly pricing.	Medicaid & MyCare	01/26/24	00-All provider types	System fix in process and estimated to be completed by 03/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 04/15/24 - 05/15/24.	Fix in process
Confirmed Issue 399: CIA-6474 MyCare Medicaid Part B therapy claims are applying incorrect coordination of benefits.	Medicaid & MyCare	01/22/24	86-Nursing Facility	System fix in process and estimated to be completed by 03/15/24.	Manual work-around in place as of 01/22/2024. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 03/15/24 - 04/15/24.	Fix in process
Confirmed Issue 400: CIA-6591 Claims billing CPT 20560 and 20561 are denying as non-covered in error.	Medicaid	02/02/24	01-Hospital (Outpatient); 39-Physical Therapist, Individual; 27-Chiropractor, Individual	System fix in process and estimated to be completed by 03/02/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 04/15/24 - 05/15/24.	Fix in process

Unique ID and Description of CPSE	Line of Business	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 401: CIA-6594 Claims billing CPT A4413, A4424, A4425, A4427, and A4433 are denying as non-covered in error.	Medicaid	02/05/24	76-Durable Medical Equipment Supplier	System fix in process and estimated to be completed by 03/02/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 04/15/24 - 05/15/24.	Fix in process
Confirmed Issue 402: CIA-6539 MyCare claims submitting CPT K0001 are not processing through Medicare as primary when billing in place of service 12	MyCare	01/18/24	76-Durable Medical Equipment Supplier	System fix in process and estimated to be completed by 03/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 04/15/24 - 05/15/24.	Fix in process
Confirmed Issue 403: CIA-6498 Behavioral Health telehealth claims billed in place of service 12 are denying for invalid location in error.	Medicaid & MyCare	01/24/24	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 completed by 03/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 04/15/24 - 05/15/24.	Fix in process

Unique ID and Description of CPSE	Line of Business	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 404: CIA-6518 Claims billing RSV vaccines services are denying for non-covered in error.	Medicaid	01/16/24	01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual	System fix completed on 01/17/24.	Claim adjustments are in process and estimated to be completed between 03/15/24 - 04/15/24.	Fix is complete and claim adjustments are in process