



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: January 15<sup>th</sup>, 2022

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.

Description of CPSE	Date CPSE was First Identified	Status	Billing Provider Type(s) Impacted by CPSE (select all that apply)	All Date(s) and Method(s) Providers Notified of CPSE	Timeline for Fixing CPSE	Date(s) and/ or date span(s) of Corrected Claims Adjustments	Number of Claims Impacted
Confirmed Issue 168: CIA-4453 DME claims processed after 07/28/21 are denying for being a deleted code in error.	8/17/21	Resolved	76-Durable Medical Equipment Supplier	Initial notification posted to website on 12/16/20. Status update posted to website on 01/15/21, 03/15/21, 05/15/21, 09/15/21, 11/15/21, and by 01/15/22.	System fix completed on 01/25/21. An additional fix was required which went into production on 08/19/21.	<p>Claim adjustments for the original issue were completed between:</p> <p>02/23/21 - 02/26/21, 03/01/21 - 03/09/21, 04/09/21 - 04/22/21.</p> <p>It was discovered that claims processing after 07/28/21 were denying in error and an additional fix was needed. We have reopened this previously resolved issue. Remaining claim adjustments were completed between:</p> <p>11/16/21 - 11/24/21, 11/30/21 - 12/14/21, 12/21/21 - 01/07/22.</p> <p>Claim adjustments spanned over 30 days due to the resolution of fall out claims. This issue is resolved and will be removed from the March 2022 submission.</p>	<p>Originally reported issue contained 17,809 impacted claims.</p> <p>Reoccurrence of issues impacted claim count is 3,361.</p>

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Confirmed Issue 209: CIA- 4168 CPT 87636/ U0002 incorrectly denying for procedure not allowed for CLIA certification type.	03/19/21	Resolved	80-Independent Laboratory	Initial notification posted to website on 05/15/21. Status update posted on website on 07/15/21, 09/15/21, 11/15/21, and by 01/15/22.	System fix in production on 01/11/22.	Manual work-around in place as of 06/10/21. Claim adjustment project has been submitted and adjustments were completed between: 07/21/21 - 07/31/21, 08/03/21 - 08/20/21, 09/15/21 - 09/20/21. Claim adjustments have spanned over 30 days due to the identification of additional claims and resolving claim adjustment fallout reports. System fix complete and claim adjustments are complete. This issue is resolved and will be removed from the March 2022 submission.	7,236
Confirmed Issue 216: CIA-4216 Notification of Pregnancy code 59899 underpaying/ denying in error.	04/08/21	Resolved	72-Nurse Practitioner Individual 24-Physician Assistant 20-Physician/osteopath, individual 50-Clinic 21-Professional Medical Group	Initial notification posted to website on 05/15/21. Status update posted on website on 07/15/21, 09/15/21, 11/15/21, and by 01/15/22.	System fix completed on 09/30/21.	Manual work-around in place as of 04/09/21. Claim adjustments were completed between: 09/21/21 - 10/02/21, 10/08/21 - 10/20/21, 11/17/21 - 11/24/21, 12/01/21 - 12/18/21, 01/06/22 - 01/07/22. Claim adjustments have spanned over 30 days due to the identification of additional claims and resolving claim adjustment fallout reports. This issue is resolved and will be removed from the March 2022 submission.	423

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<p>Confirmed Issue 232: CIA-4308 Hearing aid claims billed for members over 21 years old are overpaying in error as directed in OAC 5160-10-11.</p>	<p>05/25/21</p>	<p>Fix is Complete &amp; Adjustments are in Process</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Initial notification posted to website on 07/15/21. Status update posted on website on 09/15/21, 11/15/21, and by 01/15/22.</p>	<p>System fix completed on 10/12/21.</p> <p>01/15/22 Update: It was determined that claims were being manually underpriced in error after the system fix was completed which caused claims to be priced at 50% of the correctly reduced pricing. Education was completed on 01/07/22.</p>	<p>Manual work-around in process on 07/12/21. Claims which were manually underpriced in error are currently being submitted for a payment adjustment project. We estimate underpaid claims to be adjusted between: 02/15/22 - 03/15/22. The original recovery adjustment projects are delayed due to the extended notification period required per provider's contracts. We estimate these to be completed between: 03/15/22 - 04/15/22.</p>	<p>Recoupment Claim Count: 1092</p> <p>Underpaid claim Count: 158</p>
<p>Confirmed Issue 235: CIA-2628/4177 Immunizations for non-VFC Providers are denying in error on claims after DOS 04/15/21.</p>	<p>06/04/21</p>	<p>Issue reopened. Additional fix is in process</p>	<p>24-Physician Assistant 20-Physician/osteopath, individual 72-Nurse Practitioner Individual 21-Professional Medical Group</p>	<p>Initial notification posted to website on 07/15/21. Status update posted on website on 09/15/21, 11/15/21, and by 01/15/22.</p>	<p>System fix completed on 07/15/21.</p> <p>01/15/22 Update: It was determined that an additional system fix is required for full resolution of issue. We estimate the additional fix to be completed by 01/20/22.</p>	<p>A manual work on 06/07/21. Claim adjustments were completed between: 09/15/21 - 09/24/21, 10/02/21 - 10/08/21, 10/16/21 - 10/21/21. Due to the additional system fix required, this CPSE issue will remain open and further claims adjustments will be required. We estimate the second round of claim adjustments to be completed between 02/15/22 - 03/15/22.</p>	<p>Pending</p>

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<p>Confirmed Issue 250: Participating Behavioral Health Provider's claims are denying for no authorization in error when no authorization is needed for Participating Providers.</p>	<p>07/19/21</p>	<p>System fix and claim adjustments are in process</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider  95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Initial notification posted to website on 09/15/21. Status update posted on website on 11/15/21 and by 01/15/22.</p>	<p>A single, systemic fix is unavailable for this issue as all impacted rendering practitioners' participating status must be verified and potentially updated. A multi-tiered fix is in process to update incorrect practitioner setups and adjust impacted claims.</p> <p>01/15/22 Update: The remaining impacted Providers' setups were submitted on 12/20/21 through an auto-loader process. Currently, we are reviewing and updating the fallout from the autoloader. This is expected to be complete by 01/31/22.</p>	<p>Claim adjustment projects are submitted periodically as practitioners participating status are updated. Claim adjustments were partially completed between: 07/27/21 - 07/30/21, 08/02/21 - 8/04/21, 08/10/21 - 08/18/21, 08/20/21 - 08/24/21, 08/31/21 - 09/03/21, 09/15/21 - 10/01/21, 10/05/21 - 10/08/21, 10/19/21 - 10/21/21, 11/01/21 - 11/10/21, 11/23/21 - 12/14/21, 12/20/21 - 12/29/21.</p> <p>We estimate remaining claim adjustments to be completed between 02/01/22 - 03/01/22.</p>	<p>Pending</p>
<p>Confirmed Medicaid Issue 252: CIA-4262 MyCare Medicaid claims are denying as non-covered in error when primary Medicare claim has paid.</p>	<p>07/26/21</p>	<p>Fix is Complete &amp; Adjustments are in Process</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Initial notification posted to website on 09/15/21. Status update posted on website on 11/15/21 and by 01/15/22.</p>	<p>System fix completed on 11/21/21.</p>	<p>Manual work-around in place starting 08/31/21. Claim adjustments were partially completed between: 10/29/21 - 11/05/21, 11/15/21 - 11/23/21 , 12/03/21 - 12/17/21, 12/20/21 - 01/10/22.</p> <p>Remaining claim adjustments are estimated to be complete between: 01/15/22 - 02/15/22.</p> <p>The adjustments have spanned over 30 days due to the complexity of the issue and review of fallout reporting.</p>	<p>23,876</p>

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Confirmed Issue 265: CIA-4461 Inappropriate duplicate line denials for nursing facility claims.	08/24/21	Additional system fix in process	86-Nursing Facility	Initial notification posted to website on 09/15/21. Status update posted on website on 11/15/21 and by 01/15/22.	System fix completed on 11/10/21.  01/15/22: It was determined an additional fix is needed. We estimate this to be completed by 02/15/22.	Due to the additional fix needed, the estimated claim adjustment date has been delayed to between: 03/15/22 - 04/15/22.	Pending
Confirmed Issue 267: CIA-4239 Outpatient EAPG claims are denying procedure codes Q5119, Q5120, J0791, and J9177 as not reimbursable per state guidelines in error.	09/22/21	Fix is Complete & Adjustments are in Process	01-Hospital (Outpatient)	Initial notification posted to website on 11/15/21. Status update to be posted to website by 01/15/22.	System fix complete on 11/17/21.	Claim adjustments were partially completed between: 12/04/21 - 12/10/21, 12/21/21 - 12/31/21, 01/05/22 - 01/10/22. We estimate remaining claim adjustments to be completed between: 01/15/22 - 02/12/22. Claim adjustments have spanned over 30 days due to the identification of additional claims and resolving claim adjustment fallout reports.	177
Confirmed Issue 272: CIA-4587 Flu vaccine CPT code 90694 is denying as non-covered in error.	10/13/21	Resolved	72-Nurse Practitioner Individual 24-Physician Assistant 20-Physician/osteopath, individual 21-Professional Medical Group	Initial notification posted to website on 11/15/21. Status update to be posted to website by 01/15/22.	System fix completed on 11/04/21.	Claim adjustments were completed between: 11/30/21 - 12/14/21, 12/21/21 - 12/28/21. This issue is resolved and will be removed from the March 2022 submission.	231

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Confirmed Issue 273: Behavioral Health claims billing CPT J0571 - J0575 underpricing in error.	10/12/21	Resolved	95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider	Initial notification posted to website on 11/15/21. Status update to be posted to website by 01/15/22.	System fix completed on 10/26/21.	Claim adjustments were completed between: 12/10/21 - 12/23/21. This issue is resolved and will be removed from the March 2022 submission.	3978
Confirmed Issue 274: MyCare Providers are billing NDCs electronically, but claims are denying for missing or invalid NDC in error.	10/15/21	Fix in process	24-Physician Assistant 72-Nurse Practitioner Individual 24-Physician Assistant 20-Physician/osteopath, individual 21-Professional Medical Group	Initial notification posted to website on 11/15/21. Status update to be posted to website by 01/15/22.	System fix is in process and estimated to be complete by 03/01/22.	Due to the additional time needed for system fix, we estimate claim adjustments to be completed between: 04/01/22 - 05/01/22.	Pending
Confirmed Issue 277: CIA-4583 Outpatient LARC claims are being denied in error when member is inpatient.	10/13/21	Resolved	01-Hospital (Outpatient)	Initial notification posted to website on 11/15/21. Status update to be posted to website by 01/15/22.	System fix completed on 12/06/21.	Manual work-around in place as of 11/16/21. Claim adjustments were completed between: 12/15/21 - 01/08/22. This issue is resolved and will be removed from the March 2022 submission.	48
Potential Issue 278: CIA-4258 Claims billing procedure code A9274 and E0784 are denying for exceeding maximum limits in error.  Upon further review, this was determined not to be a CPSE issue.	11/09/21	Resolved	76-Durable Medical Equipment Supplier	Initial notification posted to website on 11/15/21. Status update to be posted to website by 01/15/22.	NA	It was determined claims were processed correctly. This issue is resolved and will be removed from the March 2022 submission.	NA

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Confirmed Issue 279: CIA-4635 Claim’s billing T1019 are underpaying for certain providers after date of service 11/01/21.	11/09/21	Fix is Complete & Adjustments are in Process	25-Non-Agency Personal Care Aide	Initial notification posted to website on 11/15/21. Status update to be posted to website by 01/15/22.	System fix complete on 11/19/21.	Claim adjustments were partially completed between: 12/18/21 - 01/08/22. We estimate remaining claim adjustments to be completed between: 01/15/22 - 02/15/22. The adjustments will span over 30 days due to the review of fall out claims.	873
Potential Issue 280: Behavioral Health claims billing CPT H0015 (by CDC specialty) and H2019 (by counselor trainee specialty) are denying for missing/invalid modifier in error. Upon further review, this was determined not to be a CPSE issue.	12/09/21	Fix in process	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	Initial notification will be posted to website by 01/15/22.	System fix in process and estimated to be completed by 01/31/22.	There were less than 25 providers impacted. A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between: 03/01/22 - 04/01/22. This issue will be removed from the March 2022 submission.	Pending
Potential Issue 281: BH Inpatient service 90870 is denying stating to bill to medical plan in error. Upon further review, this was determined not to be a CPSE issue.	11/15/21	Resolved	01-Hospital (Inpatient)	Initial notification will be posted to website by 01/15/22.	System fix completed on 11/17/21	There were less than 25 providers impacted. Claim adjustments were completed between: 11/29/21 - 12/02/21. This issue will be removed from the March 2022 submission.	194
Confirmed Issue 282: CIA-4699 Claims received in October 2021 for 340B providers were incorrectly denied EXFX.	12/09/21	Fix is Complete & Adjustments are in Process	72-Nurse Practitioner Individual 20-Physician/osteopath, individual 24-Physician Assistant	Initial notification will be posted to website by 01/15/22.	System fix completed on 12/15/21	Claims are currently being identified for claim adjustment project. We estimate claim adjustments to be completed between: 02/15/22 - 03/15/22.	Pending

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<p>Potential Issue 283: CIA-4723 Claims submitted electronically are rejecting for invalid member information in error.</p>	01/04/22	Fix in process	01-Hospital (Outpatient)	Initial notification will be posted to website by 01/15/22.	System fix is currently being researched. We estimate fix to be complete by 02/28/22.	<p>A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between: 03/15/22 - 04/15/22.</p>	Pending
<p>Potential Issue 284: CIA-4714 Claims billing J7170 are denying for being a deleted code in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	12/17/21	Fix in process	16 & 60-Home Health Agency	Initial notification will be posted to website by 01/15/22.	System fix in process and estimated to be completed by 01/31/22.	<p>There were less than 25 providers impacted. A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between: 03/01/22 - 04/01/22. This issue is resolved and will be removed from the March 2022 submission.</p>	Pending
<p>Confirmed Issue 285: CIA-4768 Claims billing CPT L3809 is denying as non-covered in error.</p>	01/06/22	Fix in process	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 01/15/22.	System fix in process and estimated to be completed by 02/15/22.	<p>A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between: 03/15/22 - 04/15/22.</p>	Pending