



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: January 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
<p>Confirmed Issue 360: CIA-5898 E&M Services billed by Chiropractors are denying when billed on the same day as treatment is rendered.</p> <p>Updated Description: Confirmed Issue 360: CIA-5898 E&M and related diagnostic imaging services billed by Chiropractors are denying when billed on the same day as treatment is rendered.</p>	Medicaid & MyCare	06/08/23	27-Chiropractor Individual	<p>Initial system fix went into production on 09/19/23. However, it was discovered that related diagnostic imaging services require further configuration. Remaining system fix went into production on 12/27/23.</p>	<p>Manual work-around in place since 07/14/23. Claim adjustments were completed between 07/24/23 - 07/31/23, 08/28/23, and between 12/28/23 - 01/09/24. Adjustments spanned over 30 days due to the additional fix needed and adjustments to fallout claims. This issue is resolved and will be removed from the February 2024 submission.</p>	Resolved
<p>Confirmed Issue 372: CIA-6107 Claims billing CPT 20610 are paying in error.</p>	Medicaid & MyCare	08/28/23	<p>73-Certified Registered Nurse Anesthetist (CRNA) Individual,</p> <p>20-Physician/osteopath, individual</p>	<p>System fix completed on 12/26/23.</p>	<p>Manual work-around in place as of 09/29/23. Claim recoupment adjustments are in process and estimated to be completed between 03/01/24 - 03/31/24 due to the required notification period for all recoveries.</p>	Fix is complete and claim adjustments are in process

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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	The system fix is in process and estimated to be completed by 02/01/24. Additional time is needed for finalizing the fix.	Manual work around in place as of 10/25/2023. Due to the additional time needed for the system fix, we estimate claim adjustments to be completed between 03/01/24 - 03/31/24.	Fix in process
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	Completion of the system fix requires additional time. We estimate this to be completed by 03/01/24.	Due to the additional time needed for system fix, we estimate claim recoupments to be completed between 05/15/24 - 06/15/24.	Fix in process

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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	Additional time is required for the system fix. We estimate this to be completed by 02/15/24.	Manual work-around in place as of 11/09/23. Due to the additional time needed for the fix, we estimate claim adjustments to be completed between 03/15/24 - 04/15/24.	Fix in process
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 partially completed between 12/19/23 - 01/03/24. We estimate the remaining adjustments to be completed between 02/01/24 - 02/28/24.	Fix is complete and claim adjustments are in process
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	System fix in process and estimated to be completed by 01/31/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 03/01/24 - 03/31/24.	Fix in process

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Confirmed Issue 387: CIA-6292 Hospice fee schedules effective 10/01/23 were not loaded within 20 days from receipt.	Medicaid & MyCare	11/16/23	16 & 60-Home Health Agency; 44-Hospice	System fix completed on 11/30/23.	Claim adjustments were completed between 12/15/23 - 01/08/24. This issue is resolved and will be removed from the February 2024 submission.	Resolved
Confirmed Issue 388: CIA-6381 MyCare Medicaid Behavioral Health claims billed by mid-level practitioners are denying for needing primary EOP in error.	MyCare	11/15/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 01/08/24.	Claim adjustments were completed on 01/03/24 while the system fix was finalizing. This issue is resolved and will be removed from the February 2024 submission.	Resolved
Confirmed Issue 389: CIA-6412 Claims billing CPT L0637 are denying for non-covered in error.	Medicaid	12/05/23	76-Durable Medical Equipment Supplier	System fix completed on 12/28/23.	Claim adjustments were completed on 01/10/24. This issue is resolved and will be removed from the February 2024 submission.	Resolved

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<p>Confirmed Issue 390: CIA-6424 A portion of claims billing waiver services are requiring additional time to finalize processing causing delays in payments.</p>	<p>MyCare</p>	<p>12/08/23</p>	<p>25-Non-Agency Personal Care Aide; 55-Waivered Services, Individual; 45-Waivered Services Organization; 26-Non-Agency Home Care Attendant</p>	<p>Claims which required additional time for processing were released on 12/20/23.</p>	<p>Claim adjustments were not required. This issue is resolved and will be removed from the February 2024 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 391: CIA-6377 Claims are not applying patient liability appropriately for members with a waiver-type patient liability. Upon further review, this was determined not to be a CPSE issue.</p>	<p>MyCare</p>	<p>12/12/23</p>	<p>74-Assisted Living Facilities</p>	<p>Error determined to be caused by a manual processing issue. Education provided on 12/19/23.</p>	<p>Less than 5 providers were impacted by this issue. Claim recoupments are in process and estimated to be completed between 02/15/24 - 03/15/24. Since this does not meet CPSE provider count criteria, this issue will be removed from the February 2024 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 392: CIA-6328 Claims billing ABA Services have underpaid in error.</p>	<p>Medicaid</p>	<p>11/16/23</p>	<p>42-Psychologist, Individual; 01-Hospital (Outpatient); 96-Paraprofessional</p>	<p>System fix completed on 12/20/23.</p>	<p>Claim adjustments are in process and estimated to be completed between 02/15/24 - 03/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>

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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 are in process and estimated to be completed 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 are currently in process and estimated to be completed between 02/01/24 - 03/01/24.	Fix is complete and claim adjustments are in process

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<p>Confirmed Issue 395: CIA-6499 A portion of hospital claims processed between 12/15/23 - 12/20/23 did not reimburse contractual amount appropriately.</p>	<p>Medicaid & MyCare</p>	<p>12/26/23</p>	<p>01-Hospital (IP & OP)</p>	<p>System fix is in process and estimated to be completed by 03/15/24.</p>	<p>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.</p>	<p>Fix in process</p>
<p>Potential Issue 396: CIA-6515 Claims billing certain passport waiver services are underpaying in error.</p>	<p>MyCare</p>	<p>01/11/24</p>	<p>55-Waivered Services, Individual; 45-Waivered Services Organization</p>	<p>System fix in process and estimated to be completed by 02/15/24.</p>	<p>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.</p>	<p>Fix in process</p>