



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: June 15th, 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 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.	The majority of the claim adjustments were completed between 04/18/23 - 05/05/23. The remaining fallout claim adjustments were completed between 05/15/23 - 05/31/23. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed on the July 2023 submission.	Resolved
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, 03/24/23, and between 05/15/23 - 06/12/23. Due to Providers' contractual requirements, the remaining adjustments 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 completed on 04/19/23.	The estimated adjustment date has been updated to 08/15/23 - 09/15/23 to accommodate the contractual recoupment notification periods outlined under the impacted Providers' contracts.	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. An additional fix was required which was completed on 04/26/23. Due to the nature of this issue, we are continuing to monitor for potentially impacted providers on an ongoing basis.	Impacted claims were adjusted between 03/01/23 - 03/02/23 and 05/22/23 - 05/23/23. Adjustments spanned over 30 days due to an additional fix needed. This issue is resolved and will be removed from the July 2023 report.	Resolved
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	An expedited solution was put into production. System fix was completed on 05/22/23.	Due to required notification period per our Providers' contracts, we estimate adjustments to be completed between 07/15/23 - 08/15/23.	Fix is complete and claim adjustments are in process.
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 completed on 04/14/23.	Claim adjustments were completed between 03/27/23 - 04/10/23 and 05/16/23 - 06/02/23. Claim adjustments spanned over 30 days due to identification of secondary fix needed. This issue is resolved and will be removed from the July 2023 submission.	Resolved

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Confirmed Issue 342: CIA-5634/5804 Inpatient Hospital Claims billed through OMES are denying for missing or invalid POA in error.	02/27/23	01-Hospital (Inpatient)	Initial system fix completed on 03/30/23. A secondary issue has been identified which impacts claims billed with 17 or more diagnosis codes. The system fix for the secondary issue impacting claims billed with 17 or more diagnosis codes was completed on 05/26/23.	Claim adjustments for the initial issue was completed between: 04/03/23 - 04/04/23, 04/14/23 - 05/05/23, 05/15/23 - 06/02/23. Adjustments will span over 30 days due to the identification of the secondary issue. The claim adjustments for the secondary issue are in process and estimated to be completed between 07/15/23 - 08/15/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 347 CIA-5697: Behavioral Health claims are underpaying when billed by a supervised CDCA and Dual specialty	03/24/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 06/09/23.	Manual work around started on 03/30/23. Impacted claims are currently being identified. We estimated adjustments to be completed between 07/15/23 - 08/15/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 348: CIA-5702 Claims with date of service within 365 days are applying timely filing denials applied in error.	03/27/23	00-All provider types	Issue caused by a manual processing error. Education provided on 03/28/23.	Claim adjustments were completed between 05/01/23 - 05/04/23 and 05/19/23 - 05/26/23. This issue is resolved and will be removed from the July 2023 submission.	Resolved
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 completed on 05/05/2023.	Claim adjustments were completed on 05/31/23. This issue is resolved and will be removed from the July 2023 submission.	Resolved

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Confirmed Issue 350: CIA-5736 Improper denial message for certain coding edits applied to claims in error.	03/28/23	00-All provider types	Issue determined to be a manual processing issue. Education provided on 05/04/23.	Claim adjustments were completed between 04/19/23 - 05/01/23 and 05/19/23 - 06/08/23. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the July 2023 submission.	Resolved
Confirmed Issue 352: CIA-5752 MyCare Medicaid skilled nursing facility claims are overpaying in error.	04/20/23	86-Nursing Facility	Issue determined to be caused by a manual processing error. Education provided on 04/20/23.	Claim adjustments are in process and estimated to be completed between 08/01/23 - 09/01/23 due to the required notification period based upon contractual requirements.	Fix is complete and claim adjustments are in process.
Potential Issue 353: CIA-5815 Claims billed by advanced practice registered nurse specialties are underpaying in error when in a non-hospital setting.	05/01/23	72-Nurse Practitioner Individual	Additional time is needed for system fix. We estimate system fix to be completed by 07/15/23.	Due to the delay in the system fix, we estimate claim adjustments to be completed between 08/15/23 - 09/15/23.	Fix in process
Confirmed Issue 354: CIA-5809 Certain hospitals with contractual exceptions were underpaid on a portion of claims billed due to capping at billed charges.	04/28/23	01-Hospital (IP & OP)	System fix completed on 05/05/23.	Claim adjustments were completed between 05/31/23 - 06/01/23. This issue is resolved and will be removed from the July 2023 submission.	Resolved

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<p>Confirmed Issue 355: CIA-5816 A portion of the April 1, 2023, procedure code changes were not loaded timely due to receiving multiple versions.</p>	<p>05/23/23</p>	<p>76-Durable Medical Equipment Supplier; 80-Independent Laboratory; 79-Independent Diagnostic Testing Facility</p>	<p>System fix completed on 06/08/23.</p>	<p>Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 07/01/23 - 08/01/23.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Potential Issue 356: CIA-5853 Inpatient claims for out of state hospitals for dates of service on or after 01/01/23 are underpaying in error.</p>	<p>05/23/23</p>	<p>01-Hospital (Inpatient)</p>	<p>System fix in process and estimated to be complete by 06/30/23.</p>	<p>Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 08/01/23 - 09/01/23.</p>	<p>Fix in process</p>
<p>Confirmed Issue 357: CIA-5841 A small portion of MyCare Medicaid claims didn't apply coordination of benefits due to conflicting automation jobs.</p>	<p>05/24/23</p>	<p>00-All provider types</p>	<p>System fix in process and estimated to be complete by 06/30/23.</p>	<p>Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 08/01/23 - 09/01/23.</p>	<p>Fix in process</p>
<p>Potential Issue 358: CIA-5874 Claims billing CPT 64415 are overpaying in error.</p>	<p>06/02/23</p>	<p>20-Physician/osteopath, individual; 73-Certified Registered Nurse Anesthetist (CRNA) Individual</p>	<p>System fix in process and estimated to be complete by 07/15/23.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. Due to required notification period per our Providers' contracts, we estimate adjustments to be completed between 09/15/23 - 10/15/23.</p>	<p>Fix in process</p>

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Confirmed Issue 359: CIA-5803 Claims billing NDC 66993037083 for CPT J1050 are denying for missing or invalid NDC in error.	06/02/23	20-Physician/osteopath, individual; 24-Physician Assistant; 71-Nurse Midwife Individual; 72-Nurse Practitioner Individual	System fix completed on 06/05/23.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 07/15/23 - 08/15/23.	Fix is complete and claim adjustments are in process.
Potential Issue 360: CIA-5898 E&M Services billed by Chiropractors are denying when billed on the same day as treatment is rendered.	06/08/23	27-Chiropractor Individual	System fix in process and estimated to be complete by 07/15/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 08/15/23 - 09/15/23.	Fix in process
Potential Issue 361: CIA-5846 Claims billing for COVID vaccines for members outside the age limits established on the COVID billing guidelines are paying in error.	05/22/23	00-All provider types	System fix in process and estimated to be complete by 07/31/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 09/01/23 - 10/01/23.	Fix in process