



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: March 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 which was completed on 02/26/24.	Manual work around in place as of 10/25/2023. Claim adjustments were completed between 01/17/24 - 02/03/24 and 02/26/24 - 03/06/24. Claim adjustments spanned over 30 days due to the identification of the additional fix required. This issue is resolved and will be removed from the April 2024 submission.	Resolved

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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	An initial fix went into production on 02/15/24. A secondary system fix is required and estimated to be completed by 05/01/24.	Claim adjustments will be completed once the secondary system fix is finalized. We estimate adjustments to be completed between 06/01/24 - 07/01/24.	Fix in process
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
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 completed on 02/15/24.	Claim adjustments were partially completed between 03/06/24 - 03/08/24. We estimate the remaining claim adjustments to be completed between 03/15/24 - 04/15/24.	Fix is complete and claim adjustments are in process

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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 completed between 02/01/24 - 02/13/24 and 02/15/24 - 03/07/24. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the April 2024 submission.	Resolved
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 completed between 01/17/24 - 02/12/24 and 02/19/24 - 03/04/24. Adjustments spanned over 30 days due to identification and remediation of fallout claims. This issue is resolved and will be removed from the April 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)	This was an isolated incident due to server job priorities and was self-corrected with load balancing. An automated daily claims monitoring job is being developed to identify if future claims are impacted. We estimate this to be completed by 04/01/24.	Claim adjustments were submitted while the fix was in process. Adjustments were completed between 02/29/24 - 03/08/24. If additional adjustments are required after the automated job is developed, we estimate those to be completed between 05/01/24 - 05/31/24.	Fix and adjustments are in process

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<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>	<p>Medicaid & MyCare</p>	<p>01/22/24</p>	<p>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</p>	<p>The majority of the fee schedule rates were loaded prior to 02/08/24. The remaining fee schedule updates were loaded on 02/21/24.</p>	<p>Claim adjustments were partially completed between 03/04/24 - 03/05/24. The remaining claim adjustments are estimated to be completed between 03/15/24 - 04/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>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.</p>	<p>Medicaid & MyCare</p>	<p>01/26/24</p>	<p>00-All provider types</p>	<p>System fix completed on 02/15/24.</p>	<p>Claim adjustments were partially completed between 02/26/24 - 03/13/24. The remaining claim adjustments are estimated to be completed between 03/15/24 - 04/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 399: CIA-6474 MyCare Medicaid Part B therapy claims are applying incorrect coordination of benefits.</p>	<p>Medicaid & MyCare</p>	<p>01/22/24</p>	<p>86-Nursing Facility</p>	<p>System fix completed on 03/06/24.</p>	<p>Manual work-around in place as of 01/22/2024. Impacted claims are currently being identified for adjustment. We estimate claim adjustments to be completed between 04/15/24 - 05/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>

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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 completed on 03/06/24.	Impacted claims are currently being identified for adjustment. We estimate claim adjustments to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process
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 completed on 02/28/24.	Claim adjustments were completed between 03/04/24 - 03/08/24. This issue is resolved and will be removed from the April 2024 submission.	Resolved
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 completed on 03/08/24.	Impacted claims are currently being identified for adjustment. We estimate claim adjustments to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process

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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	Additional time is needed for the system fix. We estimate this to be completed by 04/01/24.	Due to the additional time needed for the system fix, we estimate claim adjustments to be completed between 05/01/24 - 05/31/24.	Fix in process
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. 03/15/24 Update: Additional time is needed for claim adjustments. We estimate claim adjustments to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 405: CIA-6636 Inpatient DRG exempt rates effective 01/01/24 were not loaded timely	Medicaid	02/15/24	01-Hospital (Inpatient)	System fix completed on 03/12/24.	Impacted claims are currently being identified for adjustment. We estimate claim adjustments to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process

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Confirmed Issue 406: CIA-6646 Behavioral Health claims billing CPT H0038 are denying for procedure is inappropriate for diagnosis in error.	Medicaid & MyCare	02/20/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 03/04/24.	Claim adjustments are currently in process and estimated to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 407: CIA-6667 DME CPT E2222, E2212,E0953 and E2228 are denying as non-covered in error.	Medicaid	02/22/24	76-Durable Medical Equipment Supplier	System fix in process and estimated to be completed by 04/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/24 - 06/15/24.	Fix in process
Confirmed Issue 408: CIA-6678 Change Healthcare Outage	Medicaid & MyCare	02/21/24	00-All provider types	Change Healthcare has not provided a timeline for resolution. To protect our members and providers, we have fully disconnected system access to and from Change Healthcare on February 21, 2024.	On February 21, 2024 Change Healthcare, a software and data analytics subsidiary of UnitedHealth Group’s Optum unit, experienced a cybersecurity incident that has impacted its network and operations. The cybersecurity incident created a service disruption impacting our members and provider network in several ways. We are working on multiple solutions to restore provider functionality and ensure continuity of care for our members. We will continue to provide updates as this situation evolves. You can find full details on our website: https://www.buckeyehealthplan.com/providers.html	N/A

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<p>Confirmed Issue 409: CIA-6684 Claims billing CPT codes 27686, 28615, 29807, 29882, 33268, 33269, 49591, 49592, 49593, 49594, 49595, 49596, 49613, 49618, 59514, or 59525 and appended with modifier 80, 81, 82, or AS are denying for incorrect use of modifier for procedure in error.</p>	<p>Medicaid & MyCare</p>	<p>01/30/24</p>	<p>20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant</p>	<p>While the issue was identified by a third-party vendor on 01/30/24, Buckeye was first notified of this issue on 02/16/24. The system fix was completed on 02/02/24.</p>	<p>Claim adjustments were partially completed on 03/07/24. We estimate the remaining adjustments to be completed between 04/01/24 - 04/30/24.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 410: CIA-6692 Behavioral Health claims for members under 21 are denying for diagnosis code reasons in error.</p>	<p>Medicaid & MyCare</p>	<p>02/29/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>System fix in process and estimated to be completed by 04/15/24.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/24 - 06/15/24.</p>	<p>Fix in process</p>
<p>Confirmed Issue 411: CIA-6703 Claims are denying for timely filing in error.</p>	<p>Medicaid & MyCare</p>	<p>03/04/24</p>	<p>00-All provider types</p>	<p>System fix completed on 03/14/24.</p>	<p>Claim adjustments are currently in process and estimated to be completed between 04/15/24 - 05/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>

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Confirmed Issue 412: CIA-6694 A portion of therapy claims for dates of service on or after 01/01/24 are not paying updated rates.	Medicaid & MyCare	02/29/24	39-Physical Therapist, Individual; 40-Speech Language Pathologist, Individual; 41-Occupational Therapist, Individual	System fix completed on 03/12/24.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 413: CIA-6676 Claims billing anesthesia services are underpaying in error.	Medicaid & MyCare	02/26/24	20-Physician/Osteopath, Individual; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 68-Anesthesia Assistant, Individual	System fix in process and estimated to be completed by 05/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/24 - 07/15/24.	Fix in process
Confirmed Issue 414: CIA-6707 Claims billing E/M services with "TH" modifier are underpaying in error.	Medicaid & MyCare	03/05/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 71-Nurse Midwife Individual; 24-Physician Assistant; 21-Professional Medical Group	System fix completed on 03/08/24.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process

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Confirmed Issue 415: CIA-6723 MyCare Medicare claims billing DME, anesthesia, and clinical laboratory services for dates of service on or after 01/01/24 paid previous 2023 rates in error.	MyCare	02/16/24	76-Durable Medical Equipment Supplier; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 72-Nurse Practitioner, Individual; 36-Podiatrist, Individual; 20-Physician/Osteopath, Individual; 39-Physical Therapist, Individual; 68-Anesthesia Assistant, Individual	System fix completed on 02/16/24.	Claim adjustments are currently in process and estimated to be completed between 04/01/24 - 04/30/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 416: CIA-6651 Claims billed for mid-level practitioners are denying for missing/invalid modifier in error.	Medicaid	02/20/24	72-Nurse Practitioner, Individual; 71-Nurse Midwife Individual; 24-Physician Assistant	System fix in process and estimated to be completed by 04/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/24 - 06/15/24.	Fix in process
Potential Issue 417: CIA-6668 Outpatient hospital claim service lines are denying for a corresponding HCPCS/CPT code in error.	Medicaid & MyCare	02/22/24	01-Hospital (Outpatient)	The potential issue and corrective action are currently under review and estimated to be complete by 04/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/24 - 06/15/24.	Fix in process

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Confirmed Issue 418: CIA-6454 MyCare nursing facility claims billing revenue codes 160 and 169 are applying patient liability in error.	MyCare	02/08/24	86-Nursing Facility	This issue was initially thought to only impact a single provider and wasn't reported. It was later determined to impact additional providers. The system fix is in process and estimated to be complete by 05/01/24.	An initial round of claim adjustments are in process while the system fix is in process. We estimate these adjustments to be completed between 04/15/24 - 05/15/24. Once the fix is complete, reporting will be ran to determine if any additional adjustments are needed.	Fix in process
Confirmed Issue 419: CIA-6731 Claims billing H2019 and H2017 for dates of service on or after 01/01/24 are underpaying in error.	Medicaid & MyCare	02/15/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 02/22/24.	Claim adjustments were partially completed between 02/29/24 - 03/07/24. The remaining claim adjustments are estimated to be completed between 03/15/24 - 04/15/24.	Fix is complete and claim adjustments are in process
Potential Issue 420: CIA-6695 MyCare Medicaid claims billing S5170 are paying in error without an authorization.	MyCare	02/29/24	16 & 60-Home Health Agency; 45-Waivered Services Organization; 55-Waivered Services, Individual	The potential issue and corrective action are currently under review and estimated to be complete by 04/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/24 - 06/15/24.	Fix in process