



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: March 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 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.

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 298: CIA-4992 A small portion of MyCare Medicaid EAPG claims where Medicare billing procedures conflict with EAPG hierarchy are processing incorrectly.	04/28/22	01-Hospital (Outpatient), 46-Ambulatory Surgery Center	Issue was identified as a manual processing error. Work process corrections into production on 06/03/22. We are continuing to look for automation opportunities.	Claim adjustments were completed between 10/21/22 - 11/05/22, 11/18/22 - 12/28/22, and 01/18/23 - 02/08/23. Adjustments require manual processing and has caused adjustments to span over 30 days. This issue is resolved and will be removed from the April 2023 submission.	Resolved
Confirmed Issue 304: CIA-2637/5080 A small portion of home health claims are incorrectly pricing causing over- and under-payments.	06/21/22	55-Waivered Services Individual, 45-Waivered Services Organization, 16 & 60-Home Health Agency, 25- Non-Agency Personal Care Aide, 26-Non-Agency Home Care Attendant	A multi-stage fix required for complete resolution. An initial fix went into production on 08/19/22. Additional system fix completed on 10/07/22.	Manual work-around in place on 08/09/22. Claim payment adjustments were completed between: 08/08/22 - 08/15/22, 09/01/22 -09/09/22, 10/27/22 - 11/04/22, 12/02/22 - 01/09/23, 01/27/23 – 02/08/23. Claim recoupment adjustments were completed between 11/14/22 - 01/09/23 and 01/17/23 - 02/01/23. Adjustments have spanned over 30 days due to identification and correction of fallout claims. This issue is resolved and will be removed from the April 2023 submission.	Resolved

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Confirmed Issue 320: CIA-5378 Behavioral Health Claims are denying for missing primary EOP when member does not 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.	Claim adjustments are currently in process and estimated to be completed between 04/01/23 - 04/30/23.	Fix is complete and claim adjustments are in process.
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. Due to impacted providers' contractual notification periods, remaining recoupments are estimated to be completed between 06/15/23 - 07/15/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 323: CIA-5428 EAPG claims billing CPT 64488 are denying for NCCI unbundling in error.	12/01/22	01-Hospital (Outpatient)	System fix completed on 01/26/23.	Claim adjustments were completed between 02/06/23 - 02/28/23. This issue is resolved and will be removed from the April 2023 submission.	Resolved
Confirmed Issue 325: CIA-5439 EAPG claims for vaccine administration are denying for no payment per state methodology in error.	12/07/22	01-Hospital (Outpatient)	Issue resolved through 3M version update. Updates were in production on 12/15/2022.	Claims were adjusted between 01/19/23 - 03/10/23. Adjustments have spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the April 2023 submission.	Resolved
Confirmed Issue 326: CIA-5500 EAPG claims billing vaccine administration are overpaying in error.	01/06/23	01-Hospital (Outpatient)	Additional time was required for root cause determination. Due to this, the system fix is estimated to be complete by 04/15/23.	Due to the additional time needed for the system fix and required recoupment notification period, we estimate adjustments to be completed between 06/15/23 - 07/15/23.	Fix in process

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Confirmed Issue 327: CIA-5468 Claims billing COVID-19 testing services are not paying at least 100% of Medicaid Fee Schedule in error.	12/19/22	80-Independent Laboratory; 24-Physician Assistant; 21-Professional Medical Group; 72-Nurse Practitioner Individual; 20-Physician/osteopath, individual	System fix completed on 01/12/23.	Claim adjustments were completed between 02/20/23 - 03/03/23. This issue is resolved and will be removed from the April 2023 submission.	Resolved
Confirmed Issue 328: Corrected/Adjustment claims denied for timely filing when billed within 365 days from date of service.	12/20/22	00-All provider types	Issue determined to be manual processing error. Education provided on 12/21/22.	Claim adjustments were completed between 02/03/23 - 03/03/23. This issue is resolved and will be removed from the April 2023 submission.	Resolved
Confirmed Issue 329: CIA-5489 Claims are denying for missing or invalid CLIA in error.	12/27/22	20-Physician/osteopath, individual; 71-Nurse Midwife Individual; 72-Nurse Practitioner Individual; 80-Independent Laboratory; 24-Physician Assistant	The initial discovery of the issue was indicated to only impact other Centene Health Plans, however upon receipt of a provider dispute on 12/27/22, this was found to impact additional plans, including Buckeye Health Plan. The system fix for this issue was completed on 10/19/2022.	Claim adjustments were partially completed on 02/23/23. Remaining adjustments are estimated to be complete between 04/01/23 - 04/30/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 330: CIA-5521 MyCare Medicaid Behavioral Health claims billed by mid-level practitioners are denying for needing primary EOP in error.	01/11/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	Additional time is needed for system fix. We estimate the fix to be complete by 03/31/23.	Manual work around in place on 01/31/23. Due to additional time required for system fix, we estimate adjustments to be completed between 04/15/23 - 05/15/23.	Fix in process

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Confirmed Issue 331: CIA-5524 Claims denying for missing or invalid NDC in error when appropriate NDC billed on claim.	01/25/23	01-Hospital (Outpatient)	There was an issue where a small number of NDCs did not load appropriately on the December 2022 monthly NDC update file. The missed NDCs were automatically incorporated on the January 2023 monthly NDC update file completed on 01/04/2023.	Claim adjustments were completed between 01/27/23 - 02/16/23. This issue is resolved and will be removed from the April 2023 submission.	Resolved
Potential Issue 332: CIA-5550 Claims billing CPT E1390 underpricing in LTACs place of service Upon further review, this was determined not to be a CPSE issue.	01/24/23	76-Durable Medical Equipment Supplier	System fix completed on 02/10/2023.	Claim adjustments were completed on 03/03/23. Since this does not meet CPSE provider count criteria, this issue will be removed from the April 2023 submission.	Resolved
Confirmed CPSE Issue 333: CIA-5566 Claims are denying for missing or invalid referral code for health check visit in error	01/31/23	20-Physician/osteopath, individual; 72-Nurse Practitioner Individual; 24-Physician Assistant	System fix completed on 02/16/2023.	Claim adjustments are in process and estimated to be complete between 04/01/23 - 04/30/23.	Fix is complete and claim adjustments are in process.

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Confirmed Issue 334: CIA-5568 A small portion of claims for members with an 834 aid category code of 4056 have denied for needing primary EOP in error.	01/31/23	80-Independent Laboratory; 84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program; 12-Federally Qualified Health Center; 20-Physician/osteopath, individual; 72-Nurse Practitioner Individual; 24-Physician Assistant	Issue caused by the timing of changes to member's aid category codes sent on the 834 file. Additional review measures were put into place on 02/10/23.	Claim adjustments were completed between 02/03/23 - 02/07/23 and 02/17/23 - 03/07/23. Adjustments spanned over 30 days due to identification of fallout claims. This issue is resolved and will be removed from the April 2023 submission.	Resolved
Confirmed Issue 335: CIA-5549 Anesthesia claims billing modifier QZ are over-/under-paying in error.	01/24/23	73-Certified Registered Nurse Anesthetist (CRNA) Individual	System fix in process and estimated to be complete by 03/31/2023.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/01/23 - 5/31/23.	Fix in process
Confirmed Issue 336: CIA-5579 Claims billing CPT E0570 are paying incorrect amount.	02/06/23	76-Durable Medical Equipment Supplier	System fix in process and estimated to be complete by 04/15/23.	While system fix in process, initial round of adjustments was completed between 03/01/23 - 03/02/23. Remaining claims will be adjusted once system fix complete. Adjustments estimated to be complete between 05/15/23 - 06/15/23.	Fix in process
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	Due to the complexity of the issue, the system fix will require additional time to complete. This is estimated to be complete by 05/31/2023.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/01/23 - 5/31/23.	Fix in process

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<p>Confirmed CPSE Issue 338: CIA-5601 Claims submitted with modifiers 59, XE, XS, XP, or XU processed against procedure-to-procedure (PTP) rules when existing exclusions exist causing claims to deny in error.</p>	<p>02/15/23</p>	<p>01-Hospital (Outpatient); 80-Independent Laboratory; 21-Professional Medical Group; 39-Physical Therapist, Individual; 20-Physician/osteopath, individual; 50-Clinic; 40-Speech Language Pathologist, Individual; 72-Nurse Practitioner Individual; 41-Occupational Therapist, Individual</p>	<p>The initial discovery of the issue was indicated to only impact other Centene Health Plans, however upon receipt of a notification on 02/15/23, this was found to impact additional plans, including Buckeye Health Plan. The system fix for this issue was completed on 12/20/2022.</p>	<p>Claim adjustments were completed between 02/18/23 - 03/06/23. This issue is resolved and will be removed from the April 2023 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 339 CIA-5632 A portion of Behavioral Health Claims processed between 01/31/23 - 02/19/23 are denying for no authorization in error.</p>	<p>02/27/23</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Issue caused by outdated data sent from PMF between 02/01/23 - 02/15/23. The impacted practitioner records are currently being updated and expected to be complete by 03/31/2023.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 04/15/23 - 5/15/23.</p>	<p>Fix in process</p>
<p>Potential Issue 340 CIA-5508/5362: Buy and bill claims billing for administration services other than CPT 96372 are not paying appropriately. Upon further review, this was determined not to be a CPSE issue.</p>	<p>01/26/23</p>	<p>72-Nurse Practitioner Individual; 20-Physician/osteopath, individual; 24-Physician Assistant</p>	<p>System fix in process and estimated to be complete by 03/31/2023.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/01/23 - 5/31/23. Since this does not meet CPSE provider count criteria, this issue will be removed from the April 2023 submission.</p>	<p>Resolved</p>

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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 in process and estimated to be complete by 04/15/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/23 - 6/15/23.	Fix in process
Confirmed Issue 342 CIA-5634: Inpatient Hospital Claims billed through OMES are denying for missing or invalid POA in error.	02/27/23	01-Hospital (Inpatient)	System fix in process and estimated to be complete by 03/31/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/01/23 - 5/31/23.	Fix in process
Confirmed Issue 343: CIA-5625 Claims billing CPT H1000 with modifier 33 are underpaying in error.	02/23/23	72-Nurse Practitioner Individual; 24-Physician Assistant	System fix in process and estimated to be complete by 03/31/23.	Manual work around as of 03/01/23. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/01/23 - 5/31/23.	Fix in process
Confirmed Issue 344 CIA-5636: Claims billing CPT G0108 are denying for not reimbursable per state guidelines in error.	02/28/23	20-Physician/osteopath, 72-Nurse Practitioner Individual; individual; 07-Dietitian	System fix in process and estimated to be complete by 03/31/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/01/23 - 5/31/23.	Fix in process

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Potential Issue 345 CIA-5633: Professional claims billing bilateral modifier 50 are not pricing appropriately	02/27/23	20-Physician/osteopath, individual; 35-Optometrist Individual; 21-Professional Medical Group; 24-Physician Assistant; 72-Nurse Practitioner Individual	System fix in process and estimated to be complete by 05/01/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/01/23 - 5/31/23.	Fix in process