



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: May 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 232: CIA-4308 Hearing aid claims billed for members over 21 years old are overpaying in error as directed in OAC 5160-10-11.	05/25/21	Fix is Complete & Adjustments are in Process	76-Durable Medical Equipment Supplier	Initial notification posted to website on 07/15/21. Status update posted on website on 09/15/21, 11/15/21, 01/15/22, 03/15/22, and by 05/15/22.	System fix completed on 10/12/21.  01/15/21 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.	Manual work-around in process on 07/12/21. Claims which were manually underpriced in error were adjusted between: 02/12/22 - 03/04/22 and 03/16/22 - 05/04/22. Claim recoupments were partially completed between: 02/22/22 - 03/04/22 and 03/25/22 -05/10/22. We estimate remaining recoupments to be completed between 05/15/22 - 06/15/22. Adjustments have spanned over 30 days due to identification of fallout claims and secondary issue which underpriced claims in error.	Recoupment Claim Count: 1092  Underpaid claim Count: 158

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<p>Confirmed Issue 235: CIA-2628/4177 Immunizations for VFC and non-VFC Providers are denying in error on claims after DOS 04/15/21.</p>	<p>06/04/21</p>	<p>Fix is Complete &amp; Adjustments are 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, 01/15/22, 03/15/22, and by 05/15/22.</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>03/15/22 Update: Additional system fix completed on 02/03/22.</p> <p>05/15/22: It was determined an additional edit enhancement was required to correct denials caused by a \$0.00 pay/allowance for certain vaccine codes. The additional edit enhancement was completed on 04/29/22.</p>	<p>Updated description to include VFC providers in addition to non-VFC providers. A manual work on 06/07/21. Claim adjustments were completed between: 09/15/21 - 09/24/21, 10/02/21 - 10/08/21, and 10/16/21 - 10/21/21. Second round of claim adjustments were completed between 02/12/22 - 03/05/22. This issue is resolved and will be removed from the May 2022 submission.</p> <p>05/15/22: Issue reopened due to discovery of claims which denied due to an edit associated with a \$0.00 pay/allowance for certain vaccine codes. Claim adjustments associated with this additional issue have been submitted for adjustment and are expected to be complete between 05/15/22 - 06/15/22.</p>	<p>2,540</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>Resolved</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, 01/15/22, 03/15/22, and by 05/15/22.</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>03/15/22 Update: The updates to the remaining fallout providers continues to be worked.</p> <p>05/15/22 Update: Updates to fallout providers' setups were completed and beginning on 05/01/22, retro-active updates will shift to an as-needed basis. Procedures are in place for identifying new and existing provider changes which require adjustment.</p>	<p>Claim adjustment projects are submitted periodically as practitioners participating status are updated. Claim adjustments were 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, 01/27/22 - 02/25/22, 03/01/22 - 03/07/22, 03/21/22- 04/05/22 and 04/21/22 - 05/10/22. Claim adjustment projects will be submitted bi-weekly to reprocess claims impacted by provider set-up changes made on an ad hoc basis going forward. This issue is resolved and will be removed from our July 2022 submission.</p>	<p>9,235</p>

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<p>Confirmed 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, 01/15/22, 03/15/22, and by 05/15/22.</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,                      01/18/22 - 03/07/22,                      and                      03/16/22 - 05/03/22.                      The remaining fallout claims which require manual processing are expected to be adjusted between 05/15/22 - 06/15/22. The adjustments have spanned over 30 days due to the complexity of the issue and review of fallout reporting.</p>	<p>23,876</p>
<p>Confirmed Issue 265: CIA-4461 Inappropriate duplicate line denials for nursing facility claims.</p>	<p>08/24/21</p>	<p>System fix and claim adjustments are in process</p>	<p>86-Nursing Facility</p>	<p>Initial notification posted to website on 09/15/21. Status update posted on website on 11/15/21, 01/15/22, 03/15/22, and by 05/15/22.</p>	<p>System fix is currently in process and expected to be complete by 05/31/22.</p>	<p>Claim adjustment project has been submitted while system fix is in process and estimated to be complete between 06/01/22 - 07/01/22.</p>	<p>60</p>

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Confirmed Updated Description: Issue 274: CIA-4880 MyCare Providers are billing NDCs on paper claims, but claims are denying for missing or invalid NDC in error.	10/15/21	Resolved	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 posted to website on 01/15/22, 03/15/22, and by 05/15/22.	System fix completed on 04/05/22.	During scope research, it was determined the issue was only impacting paper claims. The description of the issue has been updated. Due to the nature of the issue and fix, Providers will need to resubmit claims for correct processing. This issue is resolved and will be removed from the July 2022 submission.	NA
Confirmed Issue 282: CIA-4699 Claims received in October 2021 for 340B providers were incorrectly denied EXFX.	12/09/21	Resolved	72-Nurse Practitioner Individual 20-Physician/osteopath, individual 24-Physician Assistant	Initial notification posted to website on 01/15/22. Status update posted to website on 03/15/22 and by 05/15/22.	System fix completed on 12/15/21	Initial claim adjustments were completed between: 02/04/22 - 03/07/22 and 03/15/22 - 03/16/22. Adjustments have spanned over 30 days due to the identification and review of fall out claims. This issue is resolved and will be removed from the July 2022 submission.	3152

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Confirmed Issue 286: CIA-4786 Claims billing CPT L1833 are denying as non-covered in error.	01/20/22	Resolved	76-Durable Medical Equipment Supplier	Initial notification posted to website on 03/15/22. Status updated to be posted by 05/15/22.	System fix completed on 02/10/22.	Claim adjustments were completed between 03/16/22 - 04/08/22. This issue is resolved and will be removed from the July 2022 submission.	798
Confirmed Issue 287: CIA-4791 A small portion of Hospital claims for dates of service on or after 01/01/2022 were not held for and are paying incorrect rate.	01/21/22	Fix is Complete & Adjustments are in Process	01-Hospital (IP & OP)	Initial notification posted to website on 03/15/22. Status updated to be posted by 05/15/22.	System fix was completed on 02/04/22.	Claim adjustment projects have been submitted for inpatient claims and are estimated to be complete between 05/15/22 - 06/15/22. Impacted outpatient claims are currently being identified and estimated to be complete between 06/01/22 - 06/30/22.	Pending
Confirmed Issue 288: CIA-4796 Outpatient claims billing M0245 are denying for missing or invalid NDC in error.	01/25/22	Fix is Complete & Adjustments are in Process	01-Hospital (Outpatient)	Initial notification posted to website on 03/15/22. Status updated to be posted by 05/15/22.	System fix completed on 04/06/22.	A manual work-around was put into place on 02/04/22. Impacted claims are currently being identified for adjustment. We estimate adjustments to be complete between 06/15/22 - 07/15/22.	Pending

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Confirmed Issue 289: CIA-4883 Claims billed for FQHC Practitioners in place of service code 50 are denying for no authorization and/or place of service code incompatible with services billed in error.	01/28/22	Resolved	12-Federally Qualified Health Center	Initial notification posted to website on 03/15/22. Status updated to be posted by 05/15/22.	System fix completed on 02/15/22.	Claim adjustments were completed between 03/15/22 - 04/08/22. This issue is resolved and will be removed from the July 2022 submission.	418
Potential Issue 291: MyCare Medicare home health claims are denying for missing or invalid HHA claims data in error.  Upon further review, this was determined not to be a CPSE issue.	02/02/22	Resolved	16 & 60-Home Health Agency	Initial notification posted to website on 03/15/22. Status updated to be posted by 05/15/22.	Upon review of issue, it was determined claims were processing correctly according to CMS guidelines.	Upon further review, claims denied due to provider billing error. Final TOB 0329 claims were submitted without either a TOB 0322 (2021 claims) or TOB 32A (2022 claims) on file.	NA
Confirmed Issue 292: Claims billing provider administered pharmaceuticals are denying for no authorization in error when authorized by New Century Health.	02/04/22	Fix is Complete & Adjustments are in Process	72-Nurse Practitioner Individual  20-Physician/osteopath, individual  24-Physician Assistant	Initial notification posted to website on 03/15/22. Status updated to be posted by 05/15/22.	No system fix required. Issue caused by backlog for creating authorization in claims processing system.  05/15/22 Update: Authorization backlog was completed on 03/31/22.	Impacted claims have been submitted for adjustment and estimated to be complete between 06/01/22 - 06/30/22.	1081
Confirmed Issue 294: Behavioral Health claims billing H0015 with U6 modifier are denying for missing or invalid modifier in error.	03/01/22	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider  95-ODADAS Certified/Licensed (SUD) Treatment Program	Initial notification posted to website on 03/15/22. Status updated to be posted by 05/15/22.	Issue was caused by manual processing error. Education provided on 03/03/22.	Claim adjustments were completed between 03/15/22 - 04/28/22. Claims required manual intervention to correct which caused adjustments to span over 30 days. This issue is resolved and will be removed from the July 2022 submission.	630

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Confirmed Issue 295: CIA-4843 Claims billing 99406, 99407, and S9453 are denying for diagnosis not covered in error.	03/11/22	Resolved	72-Nurse Practitioner Individual  20-Physician/osteopath, individual  24-Physician Assistant	Initial notification will be posted to website by 05/15/22.	System fix completed on 03/25/22	Claim adjustments were completed between 03/16/22 - 04/08/22. This issue is resolved and will be removed from the July 2022 submission.	284
Potential Issue 296: CIA-4921 Acupuncture claims denying for invalid diagnosis code in error.  Upon further review, this was determined not to be a CPSE issue.	03/18/22	Resolved	23-Acupuncturist	Initial notification will be posted to website by 05/15/22.	System fix completed on 03/28/22	Less than 25 providers were impacted. Claim adjustments were completed between 03/23/22 - 04/15/22. This issue is resolved and will be removed from the July 2022 submission.	187
Potential Issue 297: CIA-4976 Additional units of DME services are denying in error for exceeding quantity limits when an authorization is on file for the additional units.	04/22/22	Fix is in process	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 05/15/22.	System fix is in process and estimated to be complete by 06/15/22.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be completed between 07/15/22 - 08/15/22.	Pending



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Potential 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	Fix is in process	01-Hospital (Outpatient), 46-Ambulatory Surgery Center	Initial notification will be posted to website by 05/15/22.	System fix is in process and estimated to be complete by 06/15/22.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be completed between 07/15/22 - 08/15/22.	Pending
Confirmed Issue 299: CIA-4967 Physician Assistant claims billing multiple modifiers on the same claim are denying for missing or invalid modifier in error.	04/11/22	Fix is in process	24-Physician Assistant	Initial notification will be posted to website by 05/15/22.	System fix is in process and estimated to be complete by 06/15/22.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be completed between 07/15/22 - 08/15/22.	Pending
Potential Issue 300: CIA-5004 Claims billing CPT T1019 are denying for missing or invalid modifier in error.	05/10/22	Fix is in process	25-Non-Agency Personal Care Aide	Initial notification will be posted to website by 05/15/22.	System fix is currently being researched. We estimate fix to be complete by 06/15/22.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate claim adjustments to be completed between 07/15/22 - 08/15/22.	Pending
Potential Issue 301: Behavioral Health claims billing CPT H0004 without KX modifier are overpaying in error.	05/10/22	Fix is in process	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	Initial notification will be posted to website by 05/15/22.	System fix is currently being researched. We estimate fix to be complete by 06/15/22.	Claim adjustment project will be submitted with 60 days of system fix implementation. Due to the notification period required for all recoupments. We estimate claim adjustments to be completed between 08/15/22 - 09/15/22.	Pending