



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: May 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.	Most of the claim adjustments were completed between 04/18/23 - 05/05/23. The remaining fallout claims are estimated to be completed between 05/15/23 - 06/01/23.	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 and 03/24/23. 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.

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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.	Claim recoupment project has been submitted. 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 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	System fix in production on 03/13/23.	Manual work around in place on 01/31/23. Claim adjustments were completed between 05/01/23 - 05/09/23. This issue is resolved and will be removed from the June 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 completed on 03/31/23.	Claim adjustments were completed between 04/28/23 - 05/08/23. This issue is resolved and will be removed from the June 2023 submission.	Resolved
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 are currently being identified for adjustment. We estimate adjustments to be completed between 06/15/23 - 07/15/23.	Fix is complete and claim adjustments are in process.

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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	After additional research, this issue requires complex configuration. This is estimated to be complete by 08/15/23. As we develop the solution, we will be continually monitoring and addressing impacted claims as they occur.	While the system fix is being developed, impacted claims have been submitted for adjustment. Due to required notification period per our Providers' contracts, we estimate adjustments to be completed between 07/15/23 - 08/15/23.	Fix 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 partially completed between 03/27/23 - 04/10/23. Remaining claim adjustments are in process and estimated to be completed between 06/01/23 - 06/30/23.	Fix is complete and claim adjustments are 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 completed on 03/30/23. A secondary issue has been identified which impacts claims billed with 17 or more diagnosis codes. We estimate the additional corrective action to be complete by 06/15/23.	Claim adjustments were partially completed between 04/03/23 - 04/04/23. Additional claim adjustments were completed between 04/14/23 - 05/05/23. Remaining claim adjustments are estimated to be completed between 05/15/23 - 06/15/23. Adjustments will span over 30 days due to the identification of the secondary issue. Further adjustments will be needed once the secondary fix is complete. These adjustments are estimated to be complete between 07/15/23 - 08/15/23.	Fix and claim adjustments are in process.

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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	Additional time is required for the fix. System fix is estimated to be complete by 05/31/23.	Manual work around started on 03/30/23. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/01/23 - 07/31/23.	Fix 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 partially completed between 05/01/23 - 05/04/23. We estimate the remaining impacted claim adjustments to be completed between 05/15/23 - 06/15/23.	Fix is complete and claim adjustments are in process.
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.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 06/15/23 - 07/15/23.	Fix is complete and claim adjustments are in process.
Potential 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 partially completed between 04/19/23 - 05/01/23. We estimate the remaining adjustments to be completed between 06/01/23 - 06/30/23.	Fix is complete and claim adjustments are in process.

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<p>Potential Issue 351: CIA-5753 Behavioral Health Claims billing H2000 are denying for no authorization in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	04/14/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 04/28/23.	Manual work-around in place beginning on 04/20/23. Less than 5 providers were impacted by this issue. Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 07/01/23 - 08/01/23. Since this does not meet CPSE provider count criteria, this issue will be removed from the June 2023 submission.	Fix is complete and claim adjustments are in process.
<p>Confirmed Issue 352: CIA-5752 MyCare Medicaid skilled nursing facility claims are overpaying in error.</p>	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.
<p>Potential Issue 353: CIA-5815 Claims billed by advanced practice registered nurse specialties are underpaying in error when in a non-hospital setting.</p>	05/01/23	72-Nurse Practitioner Individual	System fix in process and estimated to be complete by 06/16/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/01/23 - 08/01/23.	Fix in process
<p>Confirmed Issue 354: CIA-5809 Certain hospitals with contractual exceptions were underpaid on a portion of claims billed due to capping billed charges.</p>	04/28/23	01-Hospital (IP & OP)	System fix completed on 05/05/23.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 07/01/23 - 08/01/23.	Fix is complete and claim adjustments are in process.