



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: November 23rd, 2021

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 168: CIA-4453 DME claims processed after 07/28/21 are denying for being a deleted code in error.	8/17/2021	Fix is Complete & Adjustments are in Process	76-Durable Medical Equipment Supplier	Initial notification was posted to website on 12/16/20. Status update posted to website on 01/15/21, 03/15/21, 05/15/21, 09/15/21, and by 11/15/21.	System fix completed on 01/25/21. An additional fix was required which went into production on 08/19/21.	Claim adjustments for the original issue were completed between: 02/23/21 - 02/26/21, 03/01/21 - 03/09/21, 04/09/21 - 04/22/21. It was discovered that claims processing after 07/28/21 were denying in error and an additional fix was needed. We have reopened this previously resolved issue. Claim adjustment project has been submitted and adjustments are estimated to be completed between 11/20/21 - 12/20/21.	Originally reported issue contained 17,809 impacted claims.  Reoccurrence of issue's impacted claim count is 3,361

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Confirmed Issue 209: CIA- 4168 CPT 87636/ U0002 incorrectly denying for procedure not allowed for CLIA certification type.	03/19/21	System fix in process and claim adjustments are complete.	80-Independent Laboratory	Initial notification was posted to website by 05/15/2021. Status update posted on website on 07/15/21, 09/15/21, and by 11/15/21.	Due to competing configuration priorities, this issue is being fully controlled manually. We will continue to monitor this while the configuration remains in queue. Configuration is tentatively scheduled for 12/31/21.	Manual work-around in place as of 06/10/21. Claim adjustment project has been submitted and adjustments were completed between: 07/21/21 - 07/31/21, 08/03/21 - 08/20/21, 09/15/21 - 09/20/21. Claim adjustments have spanned over 30 days due to the identification of additional claims and resolving claim adjustment fallout reports. All claims are being caught through manual work-around. This issue will remain open until system fix is complete.	7,236
Confirmed Issue 216: CIA-4216 Notification of Pregnancy code 59899 underpaying/ denying in error.	04/08/21	Fix is Complete & Adjustments are in Process	72-Nurse Practitioner Individual 24-Physician Assistant 20-Physician/osteopath, individual 50-Clinic 21-Professional Medical Group	Initial notification was posted to website by 05/15/2021. Status update posted on website on 07/15/21, 09/15/21, and by 11/15/21.	System fix completed on 09/30/21.	Manual work-around in place as of 04/09/2021. Claim adjustments were partially completed between: 09/21/21 - 10/02/21 10/08/21 - 10/20/21. We anticipate remaining claim adjustments to be completed between 11/15/21 - 12/15/21. Claim adjustments have spanned over 30 days due to the identification of additional claims and resolving claim adjustment fallout reports.	423

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Confirmed Issue 227: Behavioral Health telehealth claims billing CPT H2019, in an office location, are overpaying the community rate in error.	05/07/21	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider  95-ODADAS Certified/Licensed (SUD) Treatment Program	Initial notification was posted to website by 05/15/2021. Status update posted on website on 07/15/21, 09/15/21, and by 11/15/21.	System fix completed on 05/18/21. It was determined that an additional system fix was required. This secondary fix was completed on 08/04/21.	As an additional system fix was required, a manual work-around was put in place on 07/29/21. Claim adjustments were completed between 09/15/21 - 09/20/21. This issue is resolved and will be removed from the January 2022 submission.	1,655
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 was posted to website on 07/15/2021. Status update posted on website on 09/15/21 and by 11/15/21.	System fix completed on 10/12/2021.	Manual work-around in process on 07/12/21. Claims are currently being identified for claim recoupment adjustment project. Due to required notification period for recoveries, we estimate claims to be adjusted between 12/15/21 - 01/15/22.	Pending
Confirmed Issue 235: CIA-2628/4177 Immunizations for non-VFC Providers are denying in error on claims after DOS 04/15/21.	06/04/21	Resolved	24-Physician Assistant  20-Physician/osteopath, individual  72-Nurse Practitioner Individual  21-Professional Medical Group	Initial notification was posted to website on 07/15/2021. Status update posted on website on 09/15/21 and by 11/15/21.	System fix in process and estimated to be complete by 07/31/2021.  09/15/21 Update: System fix completed on 07/15/21.	A manual work on 06/07/21. Claim adjustments were completed between 09/15/21 - 09/24/21, 10/02/21 - 10/08/21, 10/16/21 - 10/21/21. This issue is resolved and will be removed from the January 2022 submission. Claim adjustments have spanned over 30 days due to the identification of additional claims and resolving claim adjustment fallout reports.	1,482

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Confirmed Issue 241: CIA-4336 Claims billing CPT 83970 are denying in error for not being reimbursable for the place of service code billed.	06/15/21	Resolved	59-End-Stage Renal Disease (Dialysis) Clinic  80-Independent Laboratory	Initial notification was posted to website on 07/15/2021. Status update posted on website on 09/15/21 and by 11/15/21.	System fix completed on 08/24/21.	Claim adjustments were completed between 09/15/21 - 09/24/21, 10/01/21 - 10/15/21, 10/22/21 - 10/29/21, 11/01/021 - 11/10/21. Claim adjustments have spanned over 30 days due to the identification of additional claims and resolving claim adjustment fallout reports. This issue is resolved and will be removed from the January 2022 submission.	2,504
Confirmed Issue 244: CIA-4289. Claims billing G0151 and G0152 are denying for authorization in error	06/22/21	Resolved	39-Physical Therapist, Individual  41-Occupational Therapist, Individual	Initial notification was posted to website on 07/15/2021. Status update posted on website on 09/15/21 and by 11/15/21.	System fix completed on 07/28/21.	Claim adjustments were completed between 08/25/21 - 09/01/21, 09/07/21 - 09/08/21, and 9/17/21- 10/01/21. This issue is resolved and will be removed from the January 2022 submission. Claim adjustments have spanned over 30 days due to the identification of additional claims and resolving claim adjustment fallout reports.	467

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<p>Confirmed Issue 248: Behavioral Health CPT H2034 and H2036 are denying for no authorization in error when benefit limit has not been reached.</p>	<p>07/14/21</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 will be posted to website on 09/15/2021. Status update to be posted on website by 11/15/21.</p>	<p>System fix completed on 08/25/2021.</p>	<p>Claims adjustments were completed between 07/22/21 - 08/05/21, 08/16/21 - 08/23/21, 09/07/21 - 09/08/21, 09/20/21 - 09/23/21, 10/04/21 - 10/14/21, 11/01/21 - 11/10/21. Claim adjustments have spanned over 30 days due to the identification of additional claims and resolving claim adjustment fallout reports. This issue is resolved and will be removed from the January 2022 submission.</p>	<p>330</p>
<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>System fix and claim adjustments are in process</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Initial notification will be posted to website on 09/15/2021. Status update to be posted on website by 11/15/21.</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. Due to the amount of time needed for this verification process, we estimate completion of this process to occur by 12/31/2021.</p>	<p>Claim adjustments were partially 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. Additional claim adjustments projects are continuing to be submitted as provider statuses are updated. We anticipate additional adjustments to be completed between 12/20/21 - 01/20/22.</p>	<p>Pending</p>

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Confirmed Issue 252: CIA-4262 MyCare Medicaid claims are denying as non-covered in error when primary Medicare claim has paid.	07/26/21	System fix and claim adjustments are in process	76-Durable Medical Equipment Supplier	Initial notification will be posted to website on 09/15/2021. Status update to be posted on website by 11/15/21.	Due to competing configuration priorities, this issue is being fully controlled manually. We will continue to monitor this while the configuration remains in queue. Configuration is tentatively scheduled for 01/31/22.	Manual work-around in place starting 08/31/21. Claim adjustments were partially completed between 10/29/21 - 11/05/21. We estimate remaining claim adjustments to be completed between 12/01/21 - 12/31/21.	23,876
Potential Issue 255: Medicaid EAPG Claims for hydration services are applying an unbundling processing code in error. Upon further review, this was determined not to be a CPSE issue.	07/30/21	NA	01-Hospital (Outpatient)	Initial notification will be posted to website on 09/15/2021. Status update to be posted on website by 11/15/21.	No additional system fix is needed.	It was determined the unbundling processing code was appropriately being applied to claims. This issue is resolved and will be removed from the January 2022 submission.	NA
Confirmed Issue 257: CIA-4456 DME claims billing CPT K0739 without "NU" modifier are denying in error.	08/16/21	Resolved	76-Durable Medical Equipment Supplier	Initial notification will be posted to website on 09/15/2021. Status update to be posted on website by 11/15/21.	System fix completed on 08/31/21.	Claim adjustments were completed between 08/25/21 - 09/07/21, 09/15/21 - 09/28/21, 10/05/21 - 10/08/21, 10/22/21 - 10/29/21. This issue is resolved and will be removed from the January 2022 submission. Claim adjustments have spanned over 30 days due to the identification of additional claims and resolving claim adjustment fallout reports.	169

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Issue 259: Behavioral Health claims billing CPT HXXXX for non-participating providers are paying without an authorization in error. Upon further review, this was determined not to be a CPSE issue.	08/25/21	Resolved	95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider	Initial notification will be posted to website on 09/15/2021. Status update to be posted on website by 11/15/21.	System fix completed on 09/07/21.	There were less than 25 providers impacted. Claim recoupment project has been submitted and adjustments are expected to be completed between 12/15/21 - 01/15/22. This issue is resolved and will be removed from the January 2022 submission.	17
Confirmed Issue 261: Electronic claim submissions for certain MyCare Opt-Out members with Wellcare Medicare primary coverage are rejecting in error.	08/23/21	Resolved	46-Ambulatory Surgery Center  72-Nurse Practitioner Individual  20-Physician/osteopath, individual  21-Professional Medical Group  24-Physician Assistant	Initial notification will be posted to website on 09/15/2021. Status update to be posted on website by 11/15/21.	System fix completed on 08/27/21.	Impacted claims were adjusted between 09/15/21- 09/20/21. This issue is resolved and will be removed from the January 2022 submission.	2,231
Confirmed Issue 262: E & M claims billing behavioral health diagnosis codes are denying for needing to be billing to behavioral health in error	08/25/21	Resolved	24-Physician Assistant  20-Physician/osteopath, individual  21-Professional Medical Group	Initial notification will be posted to website on 09/15/2021. Status update to be posted on website by 11/15/21.	System fix completed on 09/06/21.	Claim adjustments were completed between 09/24/21 - 10/02/21. This issue is resolved and will be removed from the January 2022 submission.	399
Confirmed Issue 265: CIA-4461 Inappropriate duplicate line denials for nursing facility claims.	08/24/21	Fix is Complete & Adjustments are in Process	86-Nursing Facility	Initial notification will be posted to website on 09/15/2021. Status update to be posted on website by 11/15/21.	System fix completed on 11/10/21.	Claims are currently being identified for adjustment. We estimate adjustments to be completed between 12/15/21 - 01/15/22.	Pending
Confirmed Issue 266: Claims submitted through web portal are being rejected for invalid member ID in error.	09/12/21	Resolved	95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider	Initial notification will be posted to website by 11/15/2021.	System fix completed on 09/15/2021	Claim adjustments were completed between 09/15/21 - 09/18/21. This issue is resolved and will be removed from the January 2022 submission.	1270

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<p>Confirmed Issue 267: CIA-4239 Outpatient EAPG claims are denying procedure codes Q5119, Q5120, J0791, and J9177 as not reimbursable per state guidelines in error.</p>	09/22/21	Fix in process	01-Hospital (Outpatient)	Initial notification will be posted to website by 11/15/2021.	System fix in process and estimated to be complete by 11/20/21.	<p>A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 12/20/21 - 01/20/22.</p>	Pending
<p>Potential Issue 268: MyCare BH claims billed by a practitioner specialty which is non-covered by Medicare are not processing as primary under Medicaid in error. Upon further review, this was determined not to be a CPSE issue.</p>	09/23/21	Resolved	<p>95-ODADAS Certified/Licensed (SUD) Treatment Program</p> <p>84-Ohio Department of Mental Health (Community Mental Health) Provider</p>	Initial notification will be posted to website by 11/15/2021.	System fix completed on 11/02/21.	<p>There were less than 25 providers impacted. A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 12/20/21 - 01/20/22. This issue is resolved and will be removed from the January 2022 submission.</p>	Pending
<p>Potential Issue 269: CIA-4496 Outpatient EAPG claims billing diagnosis codes Z00.00 - Z02.89 are denying for patient age not reported for preventative medicine visit in error. Upon further review, this was determined not to be a CPSE issue.</p>	09/20/21	Resolved	01-Hospital (Outpatient)	Initial notification will be posted to website by 11/15/2021.	System fix in process and estimated to be completed by 12/15/21.	<p>There were less than 25 providers impacted. A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 01/15/22 - 02/15/22. This issue is resolved and will be removed from the January 2022 submission.</p>	Pending



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Confirmed Issue 270: Behavioral Health claims billing CPT H2019 for RN specialty, in an office setting, are underpaying in error.	10/05/21	Resolved	95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider	Initial notification will be posted to website by 11/15/2021.	Issue was identified as a manual processing issue. Education provided on 10/15/21.	Claim adjustments were completed between 10/25/21 - 11/08/21. This issue is resolved and will be removed from the January 2022 submission.	661
Potential Issue 271: CIA-4557 Outpatient Hospital Claims billing CPT 0097U are denying for not being reimbursable per state guidelines in error. Upon further review, this was determined not to be a CPSE issue.	10/05/21	Resolved	01-Hospital (Outpatient)	Initial notification will be posted to website by 11/15/2021.	System fix in process and estimated to be complete by 11/20/21.	There were less than 25 providers impacted. A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 12/20/21 - 01/20/22. This issue is resolved and will be removed from the January 2022 submission.	Pending
Confirmed Issue 272: CIA-4587 Flu vaccine CPT code 90694 is denying as non-covered in error.	10/13/21	Fix is Complete & Adjustments are in Process	72-Nurse Practitioner Individual  24-Physician Assistant  20-Physician/osteopath, individual  21-Professional Medical Group	Initial notification will be posted to website by 11/15/2021.	System fix completed on 11/04/21.	Claim adjustments are in process and estimated to be completed between 12/15/21 - 01/15/22.	231
Confirmed Issue 273: Behavioral Health claims billing CPT J0571 - J0575 underpricing in error.	10/12/21	Fix is Complete & Adjustments are in Process	95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider	Initial notification will be posted to website by 11/15/2021.	System fix completed on 10/26/21.	Claim adjustments are in process and estimated to be completed between 12/15/21 - 01/15/22.	3978

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Potential Issue 274: MyCare Providers are billing NDCs electronically, but claims are denying for missing or invalid NDC in error.	10/15/21	Fix in process	24-Physician Assistant 72-Nurse Practitioner Individual 24-Physician Assistant 20-Physician/osteopath, individual 21-Professional Medical Group	Initial notification will be posted to website by 11/15/2021.	Additional time is needed to complete EDI research and determine if a system fix is needed. We estimate this to be completed by 12/15/21.	A claims adjustment project will be submitted and completed within 60 days of system fix implementation, if needed. We estimate claim adjustments to be completed between 01/15/22 - 02/15/22.	Pending
Potential Issue 275: CIA-4605 Incorrect patient liability is being applied to a portion of members' claims. Upon further review, this was determined not to be a CPSE issue.	10/25/21	Resolved	86-Nursing Facility	Initial notification will be posted to website by 11/15/2021.	System fix completed on 10/28/21.	There were less than 25 providers impacted. Claims are currently being identified for adjustment. We estimate adjustments to be completed between 12/15/21 - 01/15/22. This issue is resolved and will be removed from the January 2022 submission.	Pending
Confirmed Issue 276: CIA-4611 Inpatient hospital claims with discharge date after 10/01/21 are rejected for invalid DRG code in error.	10/27/21	Resolved	01-Hospital (Inpatient)	Initial notification will be posted to website by 11/15/2021.	System fix on 10/29/21.	Rejected claims were redropped and processed between 10/29/21 - 11/02/21. Providers will not need to resubmit claims. This issue is resolved and will be removed from the January 2022 submission.	727
Potential Issue 277: CIA-4583 Outpatient LARC claims are being denied in error when member is inpatient.	10/13/21	Fix in process	01-Hospital (Outpatient)	Initial notification will be posted to website by 11/15/2021.	System fix in process and estimated to be completed by 12/15/21.	A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 01/15/22 - 02/15/22.	Pending

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Potential Issue 278: CIA-4258 Claims billing procedure code A9274 and E0784 are denying for exceeding maximum limits in error.	11/09/21	Fix in process	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 11/15/2021.	System fix in process and estimated to be completed by 12/15/21.	A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 01/15/22 - 02/15/22.	Pending
Potential Issue 279: CIA-4635 Claims billing T1019 are underpaying for certain providers after date of service 11/01/21.	11/09/21	Fix in process	25-Non-Agency Personal Care Aide	Initial notification will be posted to website by 11/15/2021.	System fix in process and estimated to be completed by 11/30/21.	A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 12/01/21 - 12/31/21.	Pending