



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: November 15, 2019

Listed below are current Claims Payment Systemic Errors (CPSE). Issues are shown by date reported with the most recently reported issue listed first. This log is updated frequently every 30 days. Buckeye Health Plan encourages you to review this log often and **prior to contacting Buckeye Health Plan Provider Contact Center**. A list of resolved issues is also available at the end of this list. If you still have questions, please call at **866-296-8731** to speak to a Buckeye Health Plan Provider Claims Assistance Representative.

Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
Procedure 99156 incorrectly denying for place of service.	10/14/2019	Medical	New	N/A	Fix is complete	N/A	12/31/2019
Professional claims are denying incorrectly for missing or invalid NDCs.	10/15/2019	Medical	New	N/A	Fix in progress	3/31/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Procedure codes T1002, T1003, and S5125 are paying incorrectly when the same service is billed by multiple providers in the same day.	10/28/2019	Medical	New	N/A	Fix is complete	N/A	12/31/2019

Buckeye Health Plan CPSE Report – Updated 11/15/219 (continued)



Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Description of the Issue	Date Reported
Procedure code Y2032 denied incorrectly as non-covered.	10/28/2019	Behavioral Health	New	N/A	Fix is complete	N/A	12/31/2019
Skilled Nursing Rates. Claims for dates of service 07/18/19 underpaid and did not pay the updated rate per ODM effective for split claims billed after 07/18/19. Per ODM, claims for July 2019 were to be split into multiple lines and not to overlap date of service 07/18/19. Claims required adjustment for correct pricing. Updated 07/18/19 rates have already been loaded, but impacted claims still need to be submitted on project.	10/30/2019	Medical	New	N/A	Fix in progress	12/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Behavioral Health therapy claims are denying EXkS when billed with the U practitioner modifier.	11/1/2019	Medical	New	N/A	Fix in progress	12/15/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Skilled Nursing Facilities incorrectly receiving room & board payments when Hospice providers already received payment under procedure code T2046.	11/5/2019	Medical	New	N/A	Fix is complete	N/A	1/5/2020

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Behavioral health claims were set to EX92 pay but the claim paid zero dollars.	10/9/2019	Behavioral Health	Ongoing remediation	N/A	Fix in progress	11/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Duplicate HCPC codes S5000, S5001 and J3940 billed with different NDC codes on the same claim denied for duplicate in error. The different NDC codes are not being considered causing inaccurate duplicate denials.	10/4/2019	Behavioral Health	Ongoing remediation	N/A	Fix in progress	11/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Dental code D7140 is denying potentially in error.	10/4/2019	Dental	Ongoing remediation	N/A	Fix in progress	11/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Behavioral health claims with code H0048 were incorrectly adjusted to pay greater than billed charges.	9/27/2019	Behavioral Health	Ongoing remediation	10/1/2019	Fix is complete	N/A	12/1/2019
Some claims with code H2019 for service provided in the community were being paid at the office rate.	9/27/2019	Behavioral Health	Ongoing remediation	3/31/2019	Fix is complete	N/A	12/15/2019

Therapy providers contracted at 75 percent are paying incorrect rates for occupational therapies (all) and physical and speech therapies (when more than one service in same day).	9/17/2019	Medical	Ongoing remediation	N/A	Fix in progress	11/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Procedure code 59899 for notice of pregnancy is being incorrectly denied.	9/6/2019	Medical	Ongoing remediation	7/26/2019	Adjustment in progress	N/A	12/31/2019

Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
Obsolete outpatient consultation payment policy guidelines for denials of codes 99241, 99242, 99243, 99244, 99245, 99251, 99252, 99253, 99254, 99255, G0425, G0426, and G0427 are being rescinded.	8/29/2019	Medical	Ongoing remediation	N/A	Fix is complete	10/31/2019	Claims adjustment project will be submitted and completed by 12/15/2019.
Code 0232T is incorrectly denying for EAPG claims.	8/23/2019	Medical	Ongoing remediation	N/A	Fix in progress	10/31/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Codes 92004, 92012, 92014, and 92015 are incorrectly denying for members under age 20 or over age 60 when missing modifier U1.	8/17/2019	Medical	Ongoing remediation	N/A	Fix in progress	10/31/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Codes 99251-99255 are denying incorrectly in POS 21.	8/16/2019	Medical	Ongoing remediation	8/21/2019	Adjustment project in progress	N/A	10/31/2019
Claims denying for invalid modifier when in fact the modifier is valid.	8/1/2019	Behavioral Health	Ongoing remediation	9/15/2019	Adjustments project in progress	N/A	11/14/2019
Claims incorrectly denied CPT 86580, 36415, and 82075 for missing CLIA (Clinical Laboratory Improvement Amendments) certificate when these codes are CLIA exempt.	7/18/2019	Behavioral Health	Ongoing remediation	N/A	Fix in progress	10/31/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Claims for revenue code 637 are incorrectly denying for invalid NDC.	7/3/2019	Medical	Ongoing remediation	N/A	Fix in progress	10/31/2019	Up to 60 days after fix is implemented claims will be resubmitted for processing if applicable.

Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
Procedure codes H1001, H1002, and H1003 are denying as non-covered.	6/17/2019	Medical	Ongoing remediation	7/25/2019	Fix is complete	N/A	9/6/2019
Procedure code 72040 is incorrectly denying as non-covered for members aged 21 or over.	6/5/2019	Medical	Ongoing remediation	10/7/2019	Fix is complete	N/A	12/6/2019
Behavioral Health Direct Supervision claims are being underpaid in error due to system configuration.	5/10/2019	Behavioral Health	Ongoing remediation	N/A	Fix in progress	9/15/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Skilled therapy services are not pricing correctly for multiple procedures.	3/22/2019	Medical	Ongoing remediation	N/A	Fix in progress	9/30/2019	11/29/2019

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System logic is incorrectly prompting claims intended for Behavioral Health to route to medical due to recognition of taxonomy. This results in claims denying incorrectly with instruction to resubmit with EOB or "resubmit to behavioral health".	2/26/2019	Behavioral Health	Ongoing remediation	N/A	Fix in progress	9/15/2019	11/6/2019
Misrouted claims are incorrectly denying for no authorization when the billed services do not require it.	2/26/2019	Behavioral Health	Ongoing remediation	N/A	Fix in progress	9/16/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Incorrect benefit and pricing info is causing behavioral health claims for CPT codes with U modifiers to be underpaid by Medicare or to deny from Medicaid with reason "Bill Medicare as Primary".	12/11/2018	Behavioral Health	Ongoing remediation	N/A	Fix in progress	9/15/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Patient liability (PL) is being applied erroneously to claims being processed. A file load error is resulting in situations where there is low or no PL to be applied in some cases during claims processing. This results in a need for claims adjustments to correct and apply appropriate PL amounts.	12/4/2018	Medical	Ongoing remediation	3/12/2019	Recoupment project in progress	N/A	10/31/2019
Behavioral health claims are being misrouted. As a result, the affected claims are incorrectly denying with reasons: "Behavioral Health services 2/1/09 and after to be processed in Ohio CBH", "Void service for administration reasons", and "Submit charges to Behavioral Health Provider for processing".	10/1/2018	Behavioral Health	Ongoing remediation	N/A	Fix in Progress	9/15/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.

Buckeye Health Plan CPSE Report – Updated 11/15/219 (continued)



Description of the Issue	Date Reported	Provider Type Impacted	Status Updates	Resolved Date	Updates/ Resolution	Estimated Date of Fix	Estimated Date of Adjustment Project
Rate changes effective 01/01/2019 caused claims to deny incorrectly for certain code/modifier combinations.	6/28/2019	Behavioral Health	Resolved	6/23/2019	Fix is complete	N/A	8/23/2019
Claims are being denied as duplicates where the procedure, member, provider and date of service are the same, but the place of service is different. There is no modifier on the claims.	6/10/2019	Behavioral Health	Resolved	9/30/2019	Fix is complete	N/A	N/A
IHBT claims for multiple units of CPT H2015 were being billed on one line and the system split the claim into two lines; one line with one unit and one line with remaining multiple units. The line with one unit got paid and the line with multiple units denied for "duplication" or the "procedure code combination not being allowed."	8/14/2019	Behavioral Health	Resolved	1/8/2019	Adjustments project completed 09/20/2019	N/A	N/A
Some DME rentals (modifier RR) paid at the non-rental rate due to a configuration error in pricing.	8/23/2019	Medical	Resolved	8/15/2019	Adjustment project in progress	N/A	11/30/2019

Behavioral health claims are being incorrectly paid or denied due to pay class errors. The impacted providers are set up with the wrong pay class; they are 84/95 provider types so they should be paid at the corresponding pay class.	6/14/2019	Behavioral Health	Resolved	N/A	Fix in progress	10/30/2019	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Prior configuration update has potentially caused incorrect denials of CPT Code 90966 for non-covered status.	7/17/2019	Medical	Resolved	8/9/2019	Adjustment project in progress	N/A	10/22/2019
Institutional Claims for immunizations are denying incorrectly for invalid NDCs.	7/15/2019	Medical	Resolved	7/18/2019	Adjustment project completed 9/13/2019.	N/A	N/A
Covered procedure L0642 is denying incorrectly as non-covered.	7/15/2019	Medical	Resolved	9/10/2019	Determined not to be CPSE	N/A	N/A
System was cross-walking consultation procedure codes 99241-99245 and 99251-99255 to new patient visit codes in error.	7/11/2019	Medical	Resolved	7/26/2019	Adjustment project in progress	N/A	11/30/2019
Claims from CMHC/SUD providers with supervising practitioners on the claims may not consistently be received and/or loaded into the system.	7/10/2019	Behavioral Health	Resolved	9/10/2019	Determined not to be CPSE	N/A	N/A
Behavioral health claims denying for "CPT and location are not compatible" for CPT code 90791 and 90792, and place of service 23.	6/25/2019	Behavioral Health	Resolved	8/20/2019	Adjustment project completed 8/20/2019	N/A	N/A

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Behavioral health claims denying for "CPT and location are not compatible" for CPT code 90791 and 90792, and place of service 23.	6/25/2019	Behavioral Health	Resolved	8/20/2019	Adjustment project completed 8/20/2019	N/A	N/A
Code J2930 is pricing at an incorrect rate beginning 05/01/2019.	6/11/2019	Medical	Resolved	6/28/2019	Adjustment project in progress	N/A	11/15/2019
Procedure codes E0193, E0194, E0202, E0465, E0466, E0471, E0472, E0500, E0604, E0781, and E0791 with modifier RR are denying incorrectly.	5/13/2019	Medical	Resolved	8/23/2019	Adjustment project completed 10/4/2019	N/A	N/A
Behavioral health claims are denying for TPL when there is no or discrepant TPL in the system.	5/7/2019	Behavioral Health	Resolved	9/15/2019	Adjustment project in progress	N/A	11/16/2019
The EAPG processor is incorrectly denying some MyCare claims where Medicare billing procedures conflict with EAPG hierarchy.	5/6/2019	Medical	Resolved	7/31/2019	Adjustment project in progress	N/A	1/15/2020
Providers seeing IHBT claims that are being split into 4 detail lines are resulting in payment to first line and denials on the other 3, even when the provider has not billed this way.	4/26/2019	Behavioral Health	Resolved	5/23/2019	Adjustment project completed 09/18/2019	N/A	9/18/2019
The error caused claims to deny incorrectly due to modifier configuration for Behavioral Health Services that require prior authorization.	2/27/2019	Behavioral Health	Resolved	3/15/2019	Adjustment project completed 09/11/2019	N/A	N/A