



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: August 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 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.	The estimated adjustment date continues to be between 08/15/23 - 09/15/23 to accommodate the contractual recoupment notification periods outlined under the impacted Providers' contracts.	Fix is complete and claim adjustments are 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	System fix was completed on 05/22/23.	Claim recoupment adjustments were completed between 07/14/23 - 07/21/23. This issue is resolved and will be removed from the September 2023 submission.	Resolved

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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	System fix completed on 06/09/23.	Manual work around started on 03/30/23. The claims were adjusted between 6/19/2023 - 7/10/2023 and 07/18/23 - 07/25/23. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the September 2023 submission.	Resolved
Confirmed Issue 352: CIA-5752 MyCare Medicaid skilled nursing facility claims are overpaying in error.	04/20/23	86-Nursing Facility	Issue determined to be caused by a manual processing error. Education provided on 04/20/23.	The claims were adjusted between 6/15/2023 - 7/10/2023 and 07/17/23 - 08/01/23. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the September 2023 submission.	Resolved
Confirmed Issue 353: CIA-5815 Claims billed by advanced practice registered nurse specialties are underpaying in error when in a non-hospital setting.	05/01/23	72-Nurse Practitioner Individual	System fix is estimated to be completed by 08/31/23.	Due to the additional time needed for the fix, we estimate adjustments to be completed between 09/15/23 - 10/15/23.	Fix in process
Confirmed Issue 355: CIA-5816 A portion of the April 1, 2023, procedure code changes were not loaded timely due to receiving multiple versions.	05/23/23	76-Durable Medical Equipment Supplier; 80-Independent Laboratory; 79-Independent Diagnostic Testing Facility	System fix completed on 06/08/23.	Impacted claims under- and over-paid. Underpaid claim adjustments were completed between 06/22/23 - 06/23/23. Claim recovery adjustments are in process and estimated to be completed between 10/15/23 - 11/15/23 due to Providers' contractual notification period.	Fix is complete and claim adjustments are in process.

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<p>Confirmed Issue 356: CIA-5853 Inpatient claims for out of state hospitals for dates of service on or after 01/01/23 are underpaying in error.</p>	05/23/23	01-Hospital (Inpatient)	System fix completed on 06/27/23.	Claim adjustments are in process and estimated to be complete between 09/15/23 - 10/15/23.	Fix is complete and claim adjustments are in process.
<p>Confirmed Issue 357: CIA-5841 A small portion of MyCare Medicaid claims didn't apply coordination of benefits due to conflicting automation jobs.</p>	05/24/23	00-All provider types	System fix completed on 06/14/23.	Claim adjustments were partially completed between 6/16/23 - 7/05/23 and 07/15/23 - 08/02/23. Remaining claims are estimated to be completed between 09/01/23 - 10/01/23.	Fix is complete and claim adjustments are in process.
<p>Potential Issue 358: CIA-5874 Claims billing CPT 64415 are overpaying in error.</p> <p>Updated Description: Confirmed Issue 358: CIA-5874 Certain anesthesia services are incorrectly paying.</p>	06/02/23	20-Physician/osteopath, individual; 73-Certified Registered Nurse Anesthetist (CRNA) Individual	System fix completed on 07/14/23.	Claim adjustments are in process and estimated to be completed between 10/15/23 -11/15/23 due to Providers' contractual notification period.	Fix is complete and claim adjustments are in process.
<p>Confirmed Issue 360: CIA-5898 E&M Services billed by Chiropractors are denying when billed on the same day as treatment is rendered.</p>	06/08/23	27-Chiropractor Individual	System fix requires additional time. We estimate this to be complete by 09/15/23.	Manual work around as 07/14/23. Due to the additional time needed for the system fix, we estimate adjustments to be completed between 10/15/23 - 11/15/23.	Fix in process

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Confirmed Issue 361: CIA-5846 Claims billing for COVID vaccines for members outside the age limits established on the COVID billing guidelines are paying in error.	05/22/23	00-All provider types	System fix completed on 08/08/23.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 09/15/23 - 10/15/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 362: CIA-5921 Behavioral Health MyCare Medicaid claims are not applying correct coordination of benefits with primary Medicare when service is non-covered by Medicaid.	06/15/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 08/04/23.	Claims are currently being identified for adjustment. We estimate adjustments to be completed between 09/15/23 - 10/15/23.	Fix is complete and claim adjustments are in process.
Confirmed Issue 363: CIA-5928 Procedure 99078 with a TH modifier is bundling to office visits billed on the same day in error.	06/27/23	20 - Physician/Osteopath Individual; 71 - Nurse Midwife Individual; 72 - Nurse Practitioner Individual	Additional time is needed for system fix. We estimate this to be complete by 10/15/23.	Manual work around in place as of 07/14/23. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 11/01/23 - 12/01/23.	Fix in process

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<p>Confirmed Issue 364: CIA-5917 Procedure J9030 denying EXND in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	06/15/23	01 - Hospital (Outpatient); 20 - Physician/Osteopath Individual	System fix completed on 07/14/23.	Less than 5 providers were impacted by this issue. Claim adjustments were completed on 07/24/23. Since this does not meet CPSE provider count criteria, this issue will be removed from the September 2023 report.	Resolved
<p>Confirmed Issue 365: CIA-5965 Inconsistent application of Lesser Of payment logic on some DRG and EAPG contracted facilities.</p>	06/23/23	01-Hospital (IP & OP)	System fix completed on 08/11/23.	Impacted claims are currently being identified for adjustment. We estimate this to be completed between 9/15/2023 - 10/15/2023.	Fix is complete and claim adjustments are in process.
<p>Confirmed Issue 366: CIA-6022 Claims billing certain COVID vaccine procedure codes were not adjusted after initial rate load.</p>	07/25/23	00-All provider types	Issue determined to be a manual processing issue. Education provided on 07/28/23.	Impacted claims are currently being identified for adjustment. We estimate this to be completed between 9/15/2023 - 10/15/2023.	Fix is complete and claim adjustments are in process.
<p>Confirmed Issue 367: CIA 5991 Claims are denying for missing or invalid referral code for health check visit in error</p>	07/17/23	80-Independent Laboratory; 24-Physician Assistant; 21-Professional Medical Group; 72-Nurse Practitioner Individual; 20- Physician/osteopath, individual	Issue determined to be a manual processing issue. Education provided on 07/26/23.	Claim adjustments are in process and estimated to be completed between 9/15/2023 - 10/15/2023.	Fix is complete and claim adjustments are in process.