



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: July 15th, 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 167: CIA-2642 Telehealth Services in place of service code 02 are paying in error for dates of service after 11/15/2020.	11/25/2020	Resolved	21-Professional Medical Group  20-Physician/osteopath, individual	Initial notification was posted to website on 12/16/2020. Status update posted to website on 01/15/21, 03/15/21, 05/15/21, and by 07/15/21.	System fix completed on 01/04/21.	Recovery adjustments were completed between: 04/16/21 - 04/24/21 04/28/21 - 05/06/21 05/15/21 - 05/21/21 06/02/21 - 06/11/21 06/23/21 - 07/03/21 Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.	3150

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<p>Confirmed Issue 184: CIA-4017 Secondary MyCare Medicaid DME claims are denying for missing or invalid modifier in error.</p>	<p>01/27/21</p>	<p>Fix is Complete &amp; Adjustments are in Process</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Initial notification was posted to website on 03/15/2021. Status update posted on website on 05/15/21 and by 07/15/21.</p>	<p>System fix completed on 05/07/21.</p>	<p>Manual work-around in place as of 03/31/2021. Claim adjustment project has been submitted and adjustments were partially completed between: 06/22/21 - 06/29/21 07/02/21 - 07/09/21 We estimate the remaining adjustments to be completed between 07/20/21 - 08/20/21.</p>	<p>2857</p>

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Confirmed Issue 193: Medication Administered by Medical Personnel codes are denying for invalid diagnosis code in error when being used to treat Alcoholism.	02/09/21	Resolved	95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider	Initial notification was posted to website on 03/15/2021. Status update posted on website on 05/15/21 and by 07/15/21.	System fix completed on 02/23/21.	Claim adjustments were completed between: 03/22/21 - 03/29/21 04/15/21 - 04/26/21 05/03/21 - 05/10/21 05/25/21 - 06/03/21 06/14/21 - 06/24/21 07/01/21 - 07/02/21 Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.	539
Confirmed Issue 200: CIA-4093 Medical claims billing CPT code 96372 are denying for needing to be billed with J code in error.	02/23/21	Fix is in Process	35-Optometrist Individual  20-Physician/osteopath, individual	Initial notification was posted to website on 03/15/2021. Status update posted on website on 05/15/21 and by 07/15/21.	System fix is currently being tested and is expected to be complete by 08/01/21.	Claim adjustments will not be completed for previously processed claims as there would be zero additional liability.	Pending

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Confirmed Issue 201: Behavioral Health Psychological testing claims are denying for exceeding benefit limitation in error.	02/24/21	Resolved	95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider	Initial notification was posted to website on 03/15/2021. Status update posted on website on 05/15/21 and by 07/15/21.	System fix completed on 04/12/21.	Claim adjustments were completed between: 04/15/21 - 04/26/21 05/01/21 - 05/03/21 05/18/21 - 05/28/21 06/28/21 - 06/29/21 Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.	133
Confirmed Issue 209: CIA-4168 CPT 87636/ U0002 incorrectly denying for procedure not allowed for CLIA certification type.	03/19/21	Fix is in Process	80-Independent Laboratory	Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.	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 11/30/21.	Manual work-around in place as of 06/10/21. Impacted claims are currently being identified for an adjustment project. We estimate adjustments to be complete between 08/15/21 - 09/15/21.	Pending

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Confirmed Issue 211: CIA-4153 Home Health Nursing reassessments billing T1001 between day 56 - 60 denying for no authorization in error.	03/19/21	Resolved	16 & 60-Home Health Agency	Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.	System fix completed on 04/14/21	Claim adjustments were completed between: 05/18/21 - 05/28/21 06/28/21 - 06/29/21 Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.	663
Confirmed Issue 214: CIA-4196 Outpatient hospital claims billing G0480 are denying for not being reimbursable per state guidelines in error.	03/30/21	Resolved	01-Hospital (Outpatient)	Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.	System fix completed on 04/06/21.	Claim adjustments were completed between: 03/23/21 - 03/30/21 04/16/21 - 04/28/21 05/03/21 - 05/11/21 05/15/21 - 05/21/21 06/03/21 - 06/18/21 06/25/21 - 07/05/21 Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.	588

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Confirmed Issue 215: CIA-4080 Sleep Study Claims billed with for CPT codes 95810 and 95811 are denying for missing or invalid modifier in error.	04/08/21	Resolved	20-Physician/osteopath, individual 24-Physician Assistant 50-Clinic 21-Professional Medical Group	Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.	System fix completed on 05/06/21.	Manual work around in place as of 04/09/2021. Claim adjustments were completed between: 05/15/21 - 05/21/21 06/03/21 - 06/08/21 06/25/21 - 07/05/21 Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.	463

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Confirmed Issue 216: CIA-4216 Notification of Pregnancy code 59899 underpaying/ denying in error.	04/08/21	Fix is in Process	72-Nurse Practitioner Individual 24-Physician Assistant 20-Physician/osteopath, individual 50-Clinic 21-Professional Medical Group	Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.	Due to the complexity of the system fix, the estimated completion date has been updated to 08/15/21.	Manual work-around in place as of 04/09/2021. An initial claim adjustment project has been completed with adjustment dates between 04/13/21 - 04/14/21. Reporting will be ran once system fix is complete to ensure all impacted claims have processed appropriately. We estimate the final claim adjustment project to be complete between 09/15/21 - 10/15/21.	Pending

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Confirmed Issue 217: CIA-4199 Professional claims billed with CPT 95886 incorrectly paid appropriate prof/tech rate split.	04/07/21	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 will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.	System fix completed on 04/17/21.	Manual work-around in place as of 04/08/2021. Claim adjustments were partially completed on 05/18/21 and 07/02/21. Due to the notification period required for all recoupments, we estimate the remaining adjustments to be completed between 08/01/21 - 08/31/21.	1539
Confirmed Issue 221: CIA-4160 MyCare claims billing CPT codes 99441-99443 are incorrectly bypassing Medicare processing in error.	04/06/21	Resolved	72-Nurse Practitioner Individual 24-Physician Assistant 20-Physician/osteopath, individual 50-Clinic 21-Professional Medical Group	Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.	System fix completed on 04/14/21.	Claim adjustments were completed between: 05/19/21 - 05/25/21 06/11/21 - 06/18/21 06/22/21 - 06/29/21 07/06/21 - 07/07/21 Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.	10907



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Confirmed Issue 222: Nursing facility claims denied for no authorization during ODM authorization waived timeframe.	04/26/21	Fix is Complete & Adjustments are in Process	86-Nursing Facility	Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.	Issue was determined to be a manual processing error. Education provided on 05/06/21.	Claim adjustments were partially completed between 06/30/21 - 07/07/21. We estimate remaining adjustments to be completed between 07/20/21 - 08/20/21.	314
Confirmed Issue 224: CIA-4237 Professional claims billing CPT G0480-G0483 are incorrectly denying for coding edits.	04/28/21	Resolved	80-Independent Laboratory 79-Independent Diagnostic Testing Facility 20-Physician/osteopath, individual 72-Nurse Practitioner Individual 21-Professional Medical Group 50-Clinic	Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.	System Fix completed on 05/02/2021	Claim adjustments were completed between: 05/21/21 - 05/26/21 06/02/21 - 06/11/21 06/22/21 - 06/30/21 Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.	3463

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<p>Confirmed Issue 225: CIA-4231 Claims billing CPT 59425 are denying as non-covered in error.</p>	<p>05/03/21</p>	<p>Resolved</p>	<p>72-Nurse Practitioner Individual 21-Professional Medical Group 20-Physician/osteopath, individual 24-Physician Assistant 50-Clinic</p>	<p>Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.</p>	<p>System fix completed by 05/11/21.</p>	<p>Claim adjustments were completed between: 06/09/21 - 06/11/21 Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.</p>	<p>142</p>
<p>Potential Issue 226: CIA-4272 MyCare Medicaid claims for skilled nursing stays are denying for needing additional information from Medicare in error when Medicare benefits are exhausted and there is an authorization under Medicaid.</p> <p>Upon further review this was determined not to be a CPSE issue.</p>	<p>05/06/21</p>	<p>Resolved</p>	<p>86-Nursing Facility</p>	<p>Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.</p>	<p>This was determined to be a manual processing error. Education provided on 05/20/21.</p>	<p>There were less than 25 providers impacted. Claim adjustments were completed on 05/25/21. This issue is resolved and will be removed from the September, 2021 submission.</p>	<p>1</p>

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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	Fix is Complete & Adjustments are 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 05/15/2021. Status update will be posted on website by 07/15/21.	System fix completed on 05/18/21.	Claim adjustments are estimated to be completed between 08/15/21 - 09/15/21 due to required notification period.	1655
Confirmed Issue 228: Paid MyCare Medicare home health claims applied coinsurance in error.	11/05/20	Resolved	16 & 60-Home Health Agency	Initial notification will be posted to website by 05/15/2021. Status update will be posted on website by 07/15/21.	System fix completed 11/13/20.	07/15/21 Update: Claim adjustments were completed between: 01/14/21 - 01/28/21 02/03/21 - 02/18/21 06/05/21 - 06/13/21 07/06/21 - 07/08/21 Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.	1655

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<p>Potential Issue 229: CIA-4305 Medical claims are processing under capitation in error.</p> <p>Upon further review this was determined not to be a CPSE issue.</p>	05/20/21	Resolved	20-Physician/osteopath, individual	Initial notification will be posted to website by 07/15/2021.	NA	Issue was determined to be Provider Billing error. This issue is resolved and will be removed from the September, 2021 submission.	NA
<p>Confirmed Issue 230: Behavioral Health claims billing CPT 90785 and H0048 are denying for missing or invalid modifier in error.</p>	05/13/21	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 07/15/2021.	System fix completed on 05/19/21.	<p>Claim adjustments were completed between: 06/24/21 - 06/29/21</p> <p>Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.</p>	110

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<p>Potential Issue 231: DME Claims billing CPT codes EXXXX are denying for missing NDC code in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	05/20/21	Resolved	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 07/15/2021.	This was determined to be a manual processing error. Education provided on 05/25/21.	There were under 25 providers impacted. Claim adjustments were completed between 06/16/21 - 06/21/21. Claim adjustments are complete and this issue is resolved. This issue will be removed from the September, 2021 report.	48

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<p>Potential 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.</p>	<p>05/25/21</p>	<p>Fix is in Process</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Initial notification will be posted to website by 07/15/2021.</p>	<p>System fix is in process and estimated to be complete by 08/15/21.</p>	<p>Manual work-around in process on 07/12/21. Claims recoupment project will be submitted and completed within 90 days of fix implementation. Due to the required notification period for all recoveries, we estimate adjustments to be complete between 10/15/21 - 11/15/21.</p>	<p>Pending</p>
<p>Confirmed Issue 233: MyCare Medicaid Behavioral Health claims for are denying for needing primary EOP in error when billed by Medicare non-covered specialties.</p>	<p>05/28/21</p>	<p>Fix is Complete &amp; Adjustments are in Process</p>	<p>95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider</p>	<p>Initial notification will be posted to website by 07/15/2021.</p>	<p>This was determined to be a manual processing error. Education provided on 06/03/21.</p>	<p>Claim adjustments were partially completed between 06/11/21 - 06/18/21. We estimate remaining adjustments to be completed between 07/25/21 - 08/25/21.</p>	<p>1190</p>

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Confirmed Issue 234: CIA-4279 Claims billing CPT codes 64486 and 64488 are denying for inappropriate code billed in error.	05/27/21	Fix is Complete & Adjustments are in Process	73-Certified Registered Nurse Anesthetist (CRNA) Individual 20-Physician/osteopath, individual	Initial notification will be posted to website by 07/15/2021.	System fix completed on 06/13/21.	A claim adjustment project has been submitted. We estimate adjustments to be completed between 07/15/21 - 08/15/21.	1805
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	Fix is in Process	24-Physician Assistant 20-Physician/osteopath, individual 72-Nurse Practitioner Individual 21-Professional Medical Group	Initial notification will be posted to website by 07/15/2021.	System fix in process and estimated to be complete by 07/31/21.	A manual work on 06/07/21. A claims adjustment project will be submitted and completed within 60 days of system fix implementation. We estimate claim adjustments to be completed between 08/15/21 - 09/15/21.	Pending

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<p>Potential Issue 236: CIA-4152 MyCare Medicaid home health claims denying as non-covered in error.</p> <p>This was determined to not be a CPSE issue.</p>	<p>06/07/21</p>	<p>Resolved</p>	<p>16 &amp; 60-Home Health Agency</p> <p>25-Non-Agency Personal Care Aide</p> <p>26-Non-Agency Home Care Attendant</p>	<p>Initial notification will be posted to website by 07/15/2021.</p>	<p>System fix completed on 06/09/21.</p>	<p>A manual work-around was in place starting on 06/07/21. This was determined not to be a CPSE issue as incorrectly processed claims were identified prior to hitting a payable. Claims were identified and adjusted prior to an incorrect denials being sent to providers. This issue will be removed from the September, 2021 report.</p>	<p>0</p>



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<p>Potential Issue 237: CIA-4328 Paid claims billing CPT T1000 with TE modifier are applying zero payment in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	06/08/21	Resolved	16 & 60-Home Health Agency	Initial notification will be posted to website by 07/15/2021.	System fix completed on 07/07/21.	<p>There were less than 25 providers impacted. A claims adjustment project has been submitted. We estimate adjustments to be complete between 08/15/21- 09/15/21. This issue is resolved and will be removed from the September, 2021 submission.</p>	5

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<p>Potential Issue 238: CIA-4339 DME Claims billing CPT E0720 and E0730 rental are denying for benefit maximum reached in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	06/10/21	Resolved	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 07/15/2021.	System fix is in process and estimated to be complete by 07/31/21.	<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 08/31/21 - 09/30/21. This issue is resolved and will be removed from the September, 2021 submission.</p>	Pending

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<p>Confirmed Issue 239: DME Claims billing CPT BXXXX which are listed on Medicaid Fee Schedule with pricing as "PA" have been incorrectly priced in error.</p>	<p>06/11/21</p>	<p>Fix is Complete &amp; Adjustments are in Process</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Initial notification will be posted to website by 07/15/2021.</p>	<p>This was determined to be a manual processing error. Education provided on 06/03/21.</p>	<p>Claims are currently being identified for adjustment. We estimate adjustments to be complete between 08/15/21 - 09/15/21.</p>	<p>Pending</p>
<p>Potential Issue 240: CIA-3974 Claims billing T1002, T1003, or T1019 with modifier TU and UA are denying for missing or invalid modifier in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	<p>06/11/21</p>	<p>Resolved</p>	<p>16 &amp; 60-Home Health Agency</p>	<p>Initial notification will be posted to website by 07/15/2021.</p>	<p>System fix completed on 06/23/21.</p>	<p>There were less than 25 providers impacted. A claims adjustment project has been submitted. We estimate adjustments to be complete between 08/15/21- 09/15/21. This issue is resolved and will be removed from the September, 2021 submission.</p>	<p>83</p>

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<p>Potential Issue 241: CIA-4336 Claims billing CPT 83970 are denying in error for not being reimbursable for the place of service code billed.</p>	<p>06/15/21</p>	<p>Fix is in Process</p>	<p>59-End-Stage Renal Disease (Dialysis) Clinic  80-Independent Laboratory</p>	<p>Initial notification will be posted to website by 07/15/2021.</p>	<p>System fix is currently being researched. We estimate fix to be complete by 07/31/21.</p>	<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 08/31/21 - 09/30/21.</p>	<p>Pending</p>
<p>Potential Issue 242: Behavioral Health Claims billing CPT H2019 with modifiers "KX, UK, and HN" are denying for missing or invalid modifier in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	<p>06/24/21</p>	<p>Resolved</p>	<p>95-ODADAS Certified/Licensed (SUD) Treatment Program  84-Ohio Department of Mental Health (Community Mental Health) Provider</p>	<p>Initial notification will be posted to website by 07/15/2021.</p>	<p>System fix is in process and estimated to be complete by 07/31/21.</p>	<p>There were less than 25 providers impacted. A claims adjustment project has been submitted. We estimate adjustments to be complete between 08/31/21- 09/21/21. This issue is resolved and will be removed from the September, 2021 submission.</p>	<p>Pending</p>

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<p>Potential Issue 243: Claims billed by ORP-only Behavioral Health Providers are denying for no authorization in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	06/18/21	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 07/15/2021.	System fix completed on 06/23/21.	<p>There were less than 25 providers impacted. A claims adjustment project has been submitted. We estimate adjustments to be complete between 08/15/21- 09/15/21. This issue is resolved and will be removed from the September, 2021 submission.</p>	Pending
<p>Confirmed Issue 244: CIA-4289 Claims billing G0151 and G0152 are denying for authorization in error.</p>	06/22/21	Fix is in Process	<p>39-Physical Therapist, Individual</p> <p>41-Occupational Therapist, Individual</p>	Initial notification will be posted to website by 07/15/2021.	System fix is in process and estimated to be complete by 07/31/21.	<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 08/31/21 - 09/30/21.</p>	Pending

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<p>Potential Issue 245: CIA-4393 Dialysis COVID vaccine administration claims are not being reimbursed separately outside the composite rate.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	07/01/21	Resolved	59-End-Stage Renal Disease (Dialysis) Clinic	Initial notification will be posted to website by 07/15/2021.	NA	This was determined to be provider billing error. This issue is resolved and will be removed from the September, 2021 submission.	Pending
<p>Potential Issue 246: Buckeye Health Plan's Web Portal is returning an internal system member number instead of the Medicaid ID which is causing claims to reject in error.</p>	07/09/21	Fix is in Process	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider</p> <p>95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	Initial notification will be posted to website by 07/15/2021.	System fix is being researched and is estimated to be complete by 07/31/21.	A claims adjustment project may be submitted and completed within 60 days of system fix implementation, depending on the results from the root cause. We estimate claim adjustments to be completed between 08/31/21 - 09/30/21.	Pending

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<p>Potential Issue 247: CIA-4408 Recent update to modifier 25 process inadvertently caused unbundling denials in error.</p>	<p>07/09/21</p>	<p>Fix is in Process</p>	<p>21-Professional Medical Group 50-Clinic 72-Nurse Practitioner Individual 24-Physician Assistant 01-Inpatient Hospital 01-Outpatient Hospital</p>	<p>Initial notification will be posted to website by 07/15/2021.</p>	<p>System fix is being researched and is estimated to be complete by 07/31/21.</p>	<p>A claims adjustment project may be submitted and completed within 60 days of system fix implementation, depending on the results from the root cause. We estimate claim adjustments to be completed between 08/31/21 - 09/30/21.</p>	<p>Pending</p>