



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: July 15<sup>th</sup>, 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 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 completed on  02/10/23, 03/24/23, 05/15/23 - 06/12/23, 06/20/23 - 06/23/23.  Adjustments spanned over 30 days due to the Providers' notification periods varying per Provider contract. This issue is resolved and will be removed from the August 2023 submission.	Resolved
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 has been updated to 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.

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<p>Confirmed CPSE Issue 337: CIA-5573 A portion of MyCare Medicaid claims are not appropriately coordinating when corrected MyCare Medicare claims are submitted.</p>	<p>01/31/23</p>	<p>00-All provider types</p>	<p>System fix was completed on 05/22/23.</p>	<p>Due to required notification period per our Providers' contracts, we estimate adjustments to be completed between 07/15/23 - 08/15/23.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Confirmed Issue 342: CIA-5634/5804 Inpatient Hospital Claims billed through OMES are denying for missing or invalid POA in error.</p>	<p>02/27/23</p>	<p>01-Hospital (Inpatient)</p>	<p>Initial system fix completed on 03/30/23.  A secondary issue has been identified which impacts claims billed with 17 or more diagnosis codes. The system fix for the secondary issue impacting claims billed with 17 or more diagnosis codes was completed on 05/26/23.</p>	<p>Claim adjustments for the initial issue was completed between: 04/03/23 - 04/04/23, 04/14/23 - 05/05/23, 05/15/23 - 06/02/23.  Adjustments will span over 30 days due to the identification of the secondary issue.  The claim adjustments for the secondary issue were completed between 6/15/23 - 7/06/23. This issue is resolved and will be removed from the August 2023 submission.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Confirmed Issue 347: CIA-5697 Behavioral Health claims are underpaying when billed by a supervised CDCA and Dual specialty</p>	<p>03/24/23</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>System fix completed on 06/09/23.</p>	<p>Manual work around started on 03/30/23. A portion of the claims were adjusted between 6/19/2023 - 7/10/2023. We estimate adjustments to be completed between 07/15/23 - 08/15/23.</p>	<p>Fix is complete and claim adjustments are in process.</p>

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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.	A portion of the claims were adjusted between 6/15/2023 - 7/10/2023. We estimate adjustments to be completed between 8/01/2023 - 9/01/2023.	Fix is complete and claim adjustments are in process.
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	Due to the complex nature of the fix, additional time is needed. We estimate system fix to be completed by 08/01/23.	Due to the additional time needed for the fix, we estimate claim adjustments to be completed between 09/01/23 - 10/01/23.	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.
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.	05/23/23	01-Hospital (Inpatient)	System fix completed on 06/27/23.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 08/01/23 - 09/01/23.	Fix is complete and claim adjustments are in process.

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<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. We estimate remaining claim adjustments to be completed between 07/15/23 - 08/15/23.	Fix is complete and claim adjustments are in process.
<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	Additional time is needed for system fix. We estimate this to be complete by 07/31/23.	Claim adjustment project will be submitted with 60 days of system fix implementation. Due to required notification period per our Providers' contracts, we estimate adjustments to be completed between 09/15/23 - 10/15/23.	Fix in process
<p>Confirmed Issue 359: CIA-5803 Claims billing NDC 66993037083 for CPT J1050 are denying for missing or invalid NDC in error.</p>	06/02/23	20-Physician/osteopath, individual; 24-Physician Assistant; 71-Nurse Midwife Individual; 72-Nurse Practitioner Individual	System fix completed on 06/05/23.	Claim adjustments were completed between 06/16/23 - 06/21/23. This issue is resolved and will be removed from the August 2023 submission.	Resolved
<p>Confirmed Issue 360: CIA-5898 E&amp;M Services billed by Chiropractors are denying when billed on the same day as treatment is rendered.</p>	06/08/23	27-Chiropractor Individual	Additional time is needed for system fix. We estimate this to be complete by 09/01/23.	Due to the additional time needed for the system fix, we estimate adjustments to be completed between 10/01/23 - 11/01/23.	Fix in process

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<p>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.</p>	<p>05/22/23</p>	<p>00-All provider types</p>	<p>System fix in process and estimated to be complete by 07/31/23.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 10/01/23 - 11/01/23.</p>	<p>Fix in process</p>
<p>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.</p>	<p>06/15/23</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>System fix in process and estimated to be complete by 08/01/23.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 09/01/23 - 10/01/23.</p>	<p>Fix in process</p>
<p>Confirmed Issue 363: CIA-5928 Procedure 99078 with a TH modifier is bundling to office visits billed on the same day in error.</p>	<p>06/27/23</p>	<p>20 - Physician/Osteopath Individual; 71 - Nurse Midwife Individual; 72 - Nurse Practitioner Individual</p>	<p>System fix in process and estimated to be complete by 09/01/23.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 10/01/23 - 11/01/23.</p>	<p>Fix in process</p>

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Confirmed Issue 364: CIA-5917 Procedure J9030 denying EXND in error.	06/15/23	01 - Hospital (Outpatient); 20 - Physician/Osteopath Individual	System fix in process and estimated to be complete by 08/01/23.	Impacted claims are currently being identified for adjustment. We estimate this to be completed between 9/01/2023 - 10/01/2023.	Fix in process
Confirmed Issue 365: CIA-5965 Inconsistent application of Lesser Of payment logic on some DRG and EAPG contracted facilities.	6/23/2023	01-Hospital (IP & OP)	System fix in process and estimated to be complete by 08/04/23.	Impacted claims are currently being identified for adjustment. We estimate this to be completed between 9/01/2023 - 10/01/2023.	Fix in process