



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: October 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	Line of Business	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 353: CIA-5815 Claims billed by advanced practice registered nurse specialties are underpaying in error when in a non-hospital setting.	Medicaid & MyCare	05/01/23	72-Nurse Practitioner Individual	System fix completed on 08/23/23.	Claim adjustments were completed between 09/18/23 - 10/11/23. This issue is resolved and will be removed from the November 2023 submission.	Resolved
Confirmed Issue 355: CIA-5816 A portion of the April 1, 2023, procedure code changes were not loaded timely due to receiving multiple versions.	Medicaid	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 recoupments were completed on 09/26/23. This issue is resolved and will be removed from the November 2023 submission.	Resolved

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<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> <p>Updated Description: Confirmed Issue 360: CIA-5898 E&amp;M and related diagnostic imaging services billed by Chiropractors are denying when billed on the same day as treatment is rendered.</p>	Medicaid & MyCare	06/08/23	27-Chiropractor Individual	Initial system fix went into production on 09/19/23. However, it was discovered that related diagnostic imaging services require further configuration. This is estimated to be complete by 12/01/23. The description for the issue has been updated.	Manual work-around in place since 07/14/23. Claim adjustments were completed between 07/24/23 - 07/31/23 and on 08/28/23. Further claim adjustments will be completed after the additional system fix is in production for the diagnostic imaging services. Fallout claims not captured through manual work-around will be adjusted between 12/15/23 - 01/15/24.	Fix in process
<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>	Medicaid	05/22/23	00-All provider types	System fix completed on 08/08/23.	Claim recoupment adjustments were completed between 10/06/23 - 10/09/23. This issue is resolved and will be removed from the November 2023 submission.	Resolved
<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>	Medicaid	06/27/23	20 - Physician/Osteopath Individual; 71 - Nurse Midwife Individual; 72 - Nurse Practitioner Individual	System fix completed on 09/28/23.	Manual work around in place as of 07/14/23. Claim adjustments were completed between 10/02/23 - 10/12/23. This issue is resolved and will be removed from the November 2023 submission.	Resolved

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Confirmed Issue 365: CIA-5965 Inconsistent application of Lesser Of payment logic on some DRG and EAPG contracted facilities.	Medicaid	06/23/23	01-Hospital (IP & OP)	System fix completed on 08/11/23.	Claim adjustments were completed on 09/08/23 and between 09/18/23 - 09/25/23. This issue is resolved and will be removed from the November 2023 report.	Resolved
Confirmed Issue 368: CIA-6076 Claims are applying incorrect amount to patient liability in error.	MyCare	08/15/23	86-Nursing Facility; 55-Waivered Services Individual; 45-Waivered Services Organization; 44-Hospice	System fix completed on 08/17/23.	Claim adjustments were partially completed between 08/21/23 - 09/11/23 and 09/18/23 - 10/13/23. We estimate remaining fallout claim adjustments to be completed between 10/15/23 - 11/01/23. Adjustments have spanned over 30 days due to identification and correction of fallout claims.	Fix is complete and claim adjustments are in process.
Confirmed Issue 369: CIA-6019 MyCare Inpatient claims are paying incorrect 2023 rates.	MyCare	08/17/23	01-Hospital (Inpatient)	System fix completed on 09/19/23.	Claim adjustments are in process and estimated to be complete between 10/15/23 - 11/15/23.	Fix is complete and claim adjustments are in process.

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Confirmed Issue 370: CIA-6085 EDI submitted claims with missing or invalid member-matching criteria are rejecting stating "DOS on or after 2/1/23, submit to OH Medicaid Intermediary" instead of rejecting for specific member-related reasons.	MyCare	08/15/23	00-All provider types	System fix completed on 09/28/23.	Claim adjustments will not be completed. Providers will need to validate member information billed on claims and resubmit appropriately. This issue is resolved and will be removed from the November 2023 submission.	Resolved
Confirmed Issue 371: CIA-5944 Claims billing E/M services for Chiropractors are denying as non-covered in error.	Medicaid	06/26/23	27-Chiropractor Individual	System fix completed on 08/30/23.	We did not recognize initially that this issue impacted 5 or more providers until recent reporting identified this issue as meeting CPSE threshold. Claim adjustments were completed between 09/25/23 - 10/09/23. This issue is resolved and will be removed from the November 2023 submission.	Resolved
Confirmed Issue 372: CIA-6107 Claims billing CPT 20610 are paying in error.	Medicaid & MyCare	08/28/23	73-Certified Registered Nurse Anesthetist (CRNA) Individual, 20-Physician/osteopath, individual	Additional time is needed for system fix. We estimate the system fix to be completed by 11/15/23.	Manual work-around in place as of 09/29/23. Claim recoupments are estimated to be completed between 01/15/24 - 02/15/24 to allow for the required recovery provider notification.	Fix in Process

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<p>Confirmed Issue 373: CIA-6121 Claims billing CPT codes 76881 – 76883 with modifier 26 or TC are denying for inappropriate use of modifier in error.</p>	<p>Medicaid &amp; MyCare</p>	<p>08/16/23</p>	<p>21-Professional Medical Group; 21-Professional Medical Group; 01-Hospital (Outpatient); 72-Nurse Practitioner Individual</p>	<p>System fix completed on 08/17/23.</p>	<p>Claim adjustments were completed between 09/14/23 – 09/22/23. This issue is resolved and will be removed from the November 2023 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 374: CIA-6138 Inpatient claims billing primary diagnosis code beginning with letter “Z” are denying for inappropriate diagnosis code billed in the primary position in error.</p> <p>Updated Description: Confirmed Issue 374: CIA-6138 Claims billing primary diagnosis code beginning with letter “Z” are denying for inappropriate diagnosis code billed in the primary position in error.</p>	<p>Medicaid &amp; MyCare</p>	<p>08/07/23</p>	<p>01-Hospital (IP &amp; OP)</p>	<p>The initial discovery of the issue was indicated to only impact other Centene Health Plans, however upon review of all impacted diagnosis codes, this was found to impact additional plans, including Buckeye Health Plan. System fix completed on 08/23/23.</p>	<p>Additional time is needed for the identification of impacted claims. We estimate claim adjustments to be completed between 12/01/23 – 12/31/23.</p>	<p>Fix is complete and claim adjustments are in process.</p>

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<p>Confirmed Issue 375: CIA-6091 A portion of the July 1, 2023, Nursing Facility rates were not loaded timely due to receiving multiple versions.</p>	<p>Medicaid</p>	<p>10/04/23</p>	<p>86-Nursing Facility</p>	<p>System fix on 10/05/23</p>	<p>Impacted claims are being identified for adjustment and estimated to be completed between 11/15/23 - 12/15/23.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Potential Issue 376: CIA-6229 Erroneous denials for claims billing home infusion services.  Upon further review, this was determined not to be a CPSE issue.</p>	<p>Medicaid &amp; MyCare</p>	<p>09/19/23</p>	<p>16 &amp; 60-Home Health Agency</p>	<p>System fix on 09/22/23</p>	<p>Impacted claims were adjusted 09/25/23 - 10/06/23. Less than 5 providers were impacted by this issue. This issue is resolved and will be removed from the November 2023 report.</p>	<p>Resolved</p>
<p>Confirmed Issue 377: CIA-6091 Nursing Facility claims for dates of service on or after 07/01/23 are paying over billed charges in error.</p>	<p>Medicaid &amp; MyCare</p>	<p>10/04/23</p>	<p>86-Nursing Facility</p>	<p>System fix in process and estimated to be completed by 11/15/23.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate recovery adjustments to be completed between 01/15/24 - 02/12/24 due to Providers' contractual notification period.</p>	<p>Fix in process</p>