



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: September 15, 2020

Listed below are current Claims Payment Systemic Errors (CPSE). The issues are reported in descending order with the most recently identified issue listed first. This log is updated at least 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 866-296-8731 to speak to a Buckeye Health Plan Provider Claims Assistance Representative.

Description of the Issue	Date First Identified	Status Updates	Provider Type Impacted	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers
Potential Issue 154: MyCare Medicaid DME Claims billed in location code 32 are incorrectly processing.	9/11/2020	New	76-Durable Medical Equipment Supplier	Pending further analysis	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Potential issue 149: MyCare Behavioral Health Claims which bill 90791 incorrectly paid as primary under both Medicare and Medicaid	9/11/2020	New	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program 20-Physician/Osteopath, individual	Pending further analysis	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Issue 153: MyCare Behavioral Health claims for CPT 99441-99444 processes under Medicaid as primary in error.	9/10/2020	New	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix is in process and is estimated to be complete by 09/25/2020.	Claims adjustment project will be submitted and completed within 60 days of fix implementation. In order to allow for required notification period, we estimated recoupments to be adjusted between 11/01/20- 11/30/20.
Potential issue 152: CIA-2617. MyCare Medicaid claims are applying incorrect coordination of benefits and denying in error	8/31/2020	New	76-Durable Medical Equipment Supplier	Pending further analysis	Claims adjustment project will be submitted and completed within 60 days of fix implementation.

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Issue 151: CIA-2612: Claims which billed wheelchair DME codes are denying for missing or invalid modifier in error.	8/26/2020	New	76-Durable Medical Equipment Supplier	Root cause is still being determined, but preliminary analysis indicates an estimated fix date of 10/20/2020.	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Issue 148: Ostomy supplies for MyCare Medicare claims are incorrectly denying for NDC.	8/21/2020	New	76-Durable Medical Equipment Supplier	Plan policy is being reviewed and we expect a determination by 09/18/2020. Once determination is made, we estimate a fix to be completed between 10/15/20 - 10/31/20.	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Issue 147: H0048 is denying for no authorization in error when T1002 or T1003 is billed on same date.	8/19/2020	New	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 08/27/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation. Claim adjustments are expected to be completed between 10/01/20- 10/31/20.
Issue 150: CIA-2599 Claims for waiver services are denying EX48 for non-covered in error.	8/17/2020	New	55-Waivered Services Individual 45-Waivered Services Organization	System fix completed on 08/28/2020. There is a manual work around in place as of 08/25/2020.	Claim adjustment project is in process with estimated adjustment date range between 10/01/20- 10/31/20.
Potential Issue 144: Lab code U0004 is denying for missing or invalid NDC.	8/13/2020	Ongoing Remediation	Pending further analysis	Plan policy is being reviewed and we expect a determination by 09/18/2020. Once determination is made, we estimate a fix to be completed between 10/15/20 - 10/31/20.	Claims adjustment project will be submitted and completed within 60 days of fix implementation.

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Issue 141: CPT G2025 billed in FQHC/RHC places of service are incorrectly pricing on Dual Medicare claims.	7/31/2020	Ongoing Remediation	12-Federally Qualified Health Center 05-Rural Health Clinic	Plan policy is being reviewed and we expect a determination by 09/18/2020. Once determination is made, we estimate a fix to be completed between 10/15/20 - 10/31/20.	Claims adjustment project will be submitted and completed within 60 days of fix implementation.
Issue 145: CIA 2565. The Optum inpatient and outpatient 7/1/2020 weights and rates were not provided timely by Optum for implementation.	7/29/2020	Ongoing Remediation	01- Inpatient and Outpatient Hospitals	Outpatient system fix completed on an 8/7/20 and Inpatient system fix completed on 08/25/20.	OP adjustment projects are being developed and we estimate projects to be completed between 11/1/20 and 11/30/20.  IP adjustments will be developed and we estimate projects to be completed between 12/1/20 and 12/31/20.
Issue 137: CIA-2409. CPT Codes 87635 and U0002 are incorrectly being denied.	7/24/2020	Ongoing Remediation	01-Outpatient Hospital 21-Professional Medical Group 50-Clinic 80-Independent Laboratory	Fix is in process, estimated to be completed by 10/01/2020. Manual work around in place since 07/24/2020.	Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimated adjustments to be completed between 11/01/20 - 12/01/20.
Issue 140: Radiology and imaging authorization denials in error during COVID authorization denial period	7/23/2020	Ongoing Remediation	25-Non-Agency Personal Care Aide	We are currently assessing if a systemic fix is available to correct issue. Additional time is needed to perform analysis. We estimate analysis to be completed by 09/18/20. Depending on the findings of the analysis, we estimate a fix to be completed between 10/15/20- 10/31/20.	Due to the additional time required for investigating a system fix, we estimate claim adjustments to be completed between 11/15/20 - 12/15/20.

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Issue 136: CIA 2531. Physical therapy PT Service are underpaying in error.	7/23/2020	Ongoing Remediation	21-Professional Medical Group 50-Clinic	System fix completed on 08/17/2020	Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimated adjustments to be completed between 10/15/20 - 11/15/20.
Issue 135: CIA- 2522. Services which should have applied global processing were paid in error.	7/23/2020	Ongoing Remediation	21-Professional Medical Group	System fix completed on 07/29/2020	We estimate claim recoupments to be completed between 10/21/20 - 11/21/20 to allow for the provider notification period which is required for all recoveries.
Issue 134: CIA-2511. Bed hold claims for Medicaid Members are denying as non-covered.	7/22/2020	Ongoing Remediation	86-Nursing Facility	System fix completed on 07/23/2020	Batch processing adjustments were completed between 08/31/20 - 09/03/20. Fallout claims are expected to be adjusted between 09/15/20 - 09/30/20.
Issue 143: Radiology and imaging services which were originally denied were appealed and overturned, but impacted claim was not adjusted.	7/17/2020	Ongoing Remediation	01-Inpatient and Outpatient Hospitals  86-Nursing Facility  21-Professional Medical Group	We are currently assessing if a systemic fix is available to correct issue. Additional time is needed to perform analysis. We estimate analysis to be completed by 09/18/20. Depending on the findings of the analysis, we estimate a fix to be completed between 10/15/20 - 10/31/20.	Claims adjustment project will be submitted and completed within 60 days of fix implementation.  09/15/20 Update: Due to the additional time required for investigating a system fix, we estimate claim adjustments to be completed between 11/15/20 - 12/15/20.

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Issue 132: Outpatient Authorizations for radiology and imaging services were not correctly applied to claims causing them to deny in error.	6/24/2020	Ongoing Remediation	01-Hospital Outpatient	We previously reported that the system fix was completed on 06/26/2020. Upon further review, additional time is needed to assess the fix and if additional corrective action is required. We estimate this analysis and action plan to be completed by 09/18/20. Depending on the findings of the analysis, we estimate a fix to be completed between 10/15/20 - 10/31/20.	Due to the additional time required for investigating a system fix, we estimate claim adjustments to be completed between 11/15/20 - 12/15/20.
Issue 131: CIA-2457. EAPG HCPCS G0296 incorrectly denying on outpatient claims.	6/17/2020	Ongoing Remediation	01-Hospital Outpatient	System fix completed on 07/17/2020	Claim adjustments have been partially completed between: 08/18/20- 08/25/20 and 09/08/20 - 09/11/20. We estimate the remaining adjustments to be completed between 09/15/20- 09/30/20.
Issue 130: CIA-2473 Medical claims were set to EX92 pay but the claim paid zero dollars.	6/16/2020	Ongoing Remediation	01-Outpatient and Inpatient Hospital 12-Federally Qualified Health Center 21-Professional Medical Group 80-Independent Laboratory 82-Ambulance 86-Nursing Facility	Analysis is estimated to be complete by 10/15/2020.	We estimate claim adjustments to be completed between 11/15/20- 12/15/20.

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Issue 129: Behavioral Health outpatient claims incorrectly processed according to Optum EAPG Version 3.14 update to Optum EAPG Version 3.14 update.	6/16/2020	Ongoing Remediation	01-Outpatient Hospital	System fix is in process with estimated completion date of 09/29/20.	Due to additional required time for system fix, the estimated date of completion for claim adjustments will be moved to 11/15/20-12/15/20.
Issue 124: CIA-2405. RHC claims are incorrectly paying when billed on institutional form type.	5/11/2020	Ongoing Remediation	05-Rural Health Clinic	System fix completed on 06/02/20	Recoupment project is partially complete with adjustment dates occurring between 09/09/20 - 09/11/20. Remaining recoupments are estimated to be completed between 09/15/20- 10/15/20.
Issue 109: CIA-2210. Select services which are excluded from Medicare coverage are not processing correctly under Medicaid as primary.	1/23/2020	Ongoing Remediation	12-Federally Qualified Health Center 21-Professional Medical Group 50-Clinic 82-Ambulance	System fix completed on 07/24/20	Initial claim adjustment project complete. Batch processing of impacted claims complete with adjustment date range 06/16/20 - 06/26/20. Fallout claims processed between 07/15/20 - 07/17/20.  Post adjudication review of claims is currently being completed to determine if any additional claims need adjustment. If required, the adjustment of any additional claims would be completed between 10/01/20 - 10/31/20.
Issue 108: CIA-2250. Dialysis claims with bill type 721 are paying incorrectly.	1/22/2020	Ongoing Remediation	59-End-Stage Renal Disease (Dialysis) Clinic	While system fix is in process, impacted claims are being monitored through pre-payment audit.	Initial adjustment projects were completed with payment dates 04/19/20 - 04/25/20 and 05/14/20 - 05/20/20. Post payment audit is in process. The estimated adjustment date for additional claim adjustments will be extended to 11/01/20-11/30/20 due to the complexity of the issue.

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Issue 105: CIA-2195. Definitive urine drug screening codes are not consistently applying benefit limits which is causing both under and overpayments.	1/15/2020	Ongoing Remediation	21-Professional Medical Group 80-Independent Laboratory	System fix completed 03/24/20	We continue to identify impacted claims and estimated adjustments to be completed between 09/30/20-10/31/20. Any overpayments would require additional notification periods and expect those to be completed between 10/31/20-11/30/20.
Issue 82: Dialysis claims for J0606 and J0604 failing to pay coinsurance and deductible.	11/22/2019	Ongoing Remediation	59-End-Stage Renal Disease (Dialysis) Clinic	Analysis has determined that this error was due to a manual processing issue. Coaching and feedback has been provided as of 3/10/2020.	Initial project submitted for issue has been resolved with payment dates of 04/23/20 - 04/29/20. Post payment audit is in process. Claim adjustment projects are in process. The estimated adjustment date will be extended to 11/01/20 - 11/30/20 due to the complexity of the issue.
Issue 81: Reference Number: CIA-1862. SNFs incorrectly receiving room & board payments when Hospice providers already received payment under procedure code T2046.	11/5/2019	Ongoing Remediation	86-Nursing Facility	No configuration fix necessary. This was a manual processing procedural error.	Claims adjustment project submitted and estimated date of completion was 02/24/2020. Additional impacted claims have been identified requiring a second recoupment project to be submitted. Due to recovery notification period, we estimate a completion date range of 09/30/2020-10/30/2020.

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<p>Issue 85: SNF Claims for dates of service 10/17/19 and after underpaid or overpaid and did not pay the updated rate per ODM effective for split claims billed after 10/17/19.</p>	<p>10/30/2019</p>	<p>Ongoing Remediation</p>	<p>86-Nursing Facility</p>	<p>No configuration fix necessary. This was a manual processing procedural error.</p>	<p>3 of 4 projects submitted for this issue have been completed with payment date ranges below.</p> <p>12/17/2019-12/18/2019 01/10/2020- 01/13/2020 03/25/2020- 03/30/2020 04/21/2020-04/24/2020 05/01/2020-05/06/2020</p> <p>A portion of the fallout claims were overpaid and require recoupment. To allow for required notification period for all recoveries, the estimated adjustment date range has been extended to 11/15/20 - 12/15/20.</p>
<p>Issue 75: 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.</p>	<p>10/30/2019</p>	<p>Ongoing Remediation</p>	<p>86-Nursing Facility</p>	<p>The configuration fix was completed by 12/30/2019.</p>	<p>3 of 4 projects submitted for this issue have been completed with payment date ranges below.</p> <p>12/17/2019-12/18/2019 01/10/2020- 01/13/2020 03/25/2020- 03/30/2020 04/21/2020-04/24/2020 05/01/2020-05/06/2020</p> <p>A portion of the fallout claims were overpaid and require recoupment. To allow for required notification period for all recoveries, the estimated adjustment date range has been extended to 11/15/20 - 12/15/20.</p>



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<p>Issue 44: CIA-1843. Claims for Revenue code 637 incorrectly denying for invalid NDC.</p>	<p>7/3/2019</p>	<p>Ongoing Remediation</p>	<p>50-Clinic 01-Outpatient Hospital</p>	<p>System fix completed on 09/11/2020. Manual work around in place of 07/10/20.</p>	<p>Initial round of adjustments contained 5 projects. The paid date ranges for these projects are listed below:</p> <p style="text-align: center;">11/26/19 -12/02/19 12/04/19 -12/09/19 03/09/20 - 03/16/20 03/20/20 - 03/23/20 03/25/20 - 03/31/20</p> <p>Additional claim adjustments are in process with estimated completion date between 10/31/2020 and 11/15/2020.</p>
<p>Issue 84: CIA-790. HCI maximum unit allowance for hydration services (96360 and 96361) causing incorrect payments for EAPG claims.</p>	<p>6/18/2019</p>	<p>Ongoing Remediation</p>	<p>01-Outpatient Hospital</p>	<p>System fix completed 10/10/2019.</p>	<p>Batch processing completed between 04/21/20 - 04/24/20. Fallout claims were processed between 04/28/20-05/01/20 and 05/14/20 - 05/21/20.</p> <p>Due to complexity of issue, additional time may be required to adjust remaining impacted claims. We estimate adjustments to be completed between 10/01/20 - 10/31/20.</p>
<p>Issue 34: CIA-1836. The EAPG processor is incorrectly denying some MyCare claims where Medicare billing procedures conflict with EAPG hierarchy.</p>	<p>5/6/2019</p>	<p>Ongoing Remediation</p>	<p>01-Outpatient Hospital 46-Ambulatory Surgery Center</p>	<p>Claim holds and manual processing was implemented as of 07/31/2019. We have determined this is resolved as of 2/10/2020.</p>	<p>First claim adjustment project was completed with payments made between 10/21/2019 and 10/28/2019. Submission of post payment audit project still in process with an estimated adjustment date range of 10/15/2020 - 11/15/2020.</p>

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Issue 146: A manual edit was temporarily applied and captured additional claims in error causing \$0 payment on dental claims	8/14/2020	Resolved	30-Dentist, Individual	This was a manual edit which was removed on 08/14/2020.	Impacted claims were adjusted on 08/18/2020.
Issue 139: CPT codes 96150-96153 denying for invalid Dx code in error.  After further analysis, this was determined not to be a CPSE issue.	7/26/2020	Resolved	NA	NA	NA
Issue 138: CPT T1019 denying as duplicate in error when multiple providers bill for an initial visit on the same day of service.  After further analysis, this was determined not to be a CPSE issue.	7/21/2020	Resolved	25-Non-Agency Personal Care Aide	NA	During the analysis of the issue, it was determined only one provider was impacted. The impacted claim will be submitted for adjustment.
Issue 142: CIA-2514. Procedure code J7318 is incorrectly denying.	7/16/2020	Resolved	21-Professional Medical Group	System fix completed on 08/06/2020	Claim adjustments were completed between 08/26/20 - 08/28/20.
Issue 133: CIA-2415. Incorrect denials for codes 90951, 90952, 90953, 90954, 90955, 90956, 90957, 90958, 90959, 90960, 90961, 90962, 90963, 90964, 90965, 90966, 90967, 90968, and 90969.	6/16/2020	Resolved	21-Professional Medical Group	System fix completed 06/25/2020.	Claim adjustments have partially been completed between 07/15/20 - 07/20/20. Remaining claim adjustments were completed between 08/21/20 - 08/22/20.
Issue 128: Incorrect provider class assigned to a portion of 84/95 provider types causing claims to underpay or deny in error	6/1/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider  95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 06/16/2020	Claim adjustment project is complete with adjustment dates between:  06/29/20 - 07/06/20 07/15/20 - 07/23/20 08/05/20 - 08/10/20

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Issue 127: Behavioral Health telehealth claims denying or underpaying in error.	5/18/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 06/19/2020	Batch processing completed between 07/23/20 - 08/03/20. Fallout claims are partially completed between 08/05/20-08/10/20. Remaining fallout claims were adjusted between 08/21/20 - 09/10/20.
Issue 126: Behavioral Health Claims billed with multiple units of CPT H0004 & H0005 are partially denying EX35.	5/18/2020	Resolved	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 06/05/2020	Claim adjustment project is complete with adjustment dates between: 06/25/20 - 06/30/20 07/17/20 - 07/25/20 07/27/20 - 08/04/20
Issue 123: CIA-2382. EAPG version 3.14 is incorrectly pricing claims with a diagnosis code for lower extremities.	4/29/2020	Resolved	01-Outpatient Hospital	Optum is applying the EAPG configuration update in Jan 2021.  Manual work around in place for current claims as of 06/16/20. Claim adjustments are in process with estimated adjustment dates of 10/01/20- 10/31/20.	Per ODM guidance, this issue will be removed from CPSE in our October submission.
Issue 125: CIA-2325/2374. Non-DRG Inpatient claims are incorrectly priced based upon discharge date  Upon further review, it was determined less than five providers were impacted and this is not a CPSE issue.	4/21/2020	Resolved	01-Inpatient Hospital	System fix completed on 07/10/2020	Claims adjustment project will be submitted with an estimated adjustment date range between 09/15/20 - 10/15/20.

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Issue 122: CIA-2356: Transportation services are paying incorrect rates for 2020 dates of service	4/15/2020	Resolved	82-Ambulance	Fix was completed on 04/17/2020	Batch processing was completed between 07/17/20 - 07/20/20. Fallout claims are partially completed between 08/05/20 - 08/10/20. Remaining fallout claims have been adjusted between 08/18/20 and 08/28/20.
Issue 120: Some claims with code H0011 are denying erroneously for a limit exceeded	3/9/2020	Resolved	95-ODADAS Certified/Licensed (SUD) Treatment Program	05/15/20 Update: System fix completed on 04/21/20	Claim adjustment projects are complete. Payment date ranges: 05/16/20-05/18/20 05/22/20-05/28/20 06/20/20-06/26/20
Issue 117: CIA-2263. Procedure Code K0108 is incorrectly denying due to an HCI edit.	2/21/2020	Resolved	76-Durable Medical Equipment Supplier	System fix completed on 08/04/20	Claim adjustment project is completed. Claims were adjusted between: 08/18/20- 08/21/20 08/25/20- 09/02/20 09/09/20- 09/11/20
Issue 116: CIA-2264. When observation code G0378/762 hours billed are over 24 and the claim involves 2 or 3 dates of service, claim denies services incorrectly.	2/19/2020	Resolved	01-Outpatient Hospital	System fix completed on 03/16/20	Claim adjustment project is complete with adjustments occurring between: 05/18/20 - 05/20/20 05/25/20- 05/27/20 06/01/20- 06/03/20 07/21/20-07/22/20
Issue 115: CIA-2254. Procedure code 93656 is incorrectly denied for missing modifier.	2/18/2020	Resolved	21-Professional Medical Group	System fix completed on 05/28/2020	Impacted claims were adjusted between 06/17/20 - 06/23/20.

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<p>Issue 107: CIA-2206. E&amp;M claims incorrectly paying during global surgery payment periods.</p> <p>After further review, this was determined not to be a CPSE issue.</p>	<p>1/21/2020</p>	<p>Resolved</p>	<p>01-Outpatient Hospital 12-Federally Qualified Health Center 21-Professional Medical Group 50-Clinic</p>	<p>N/A</p>	<p>After extensive analysis and review, this was determined not to be a CPSE issue due to finding that these claims did process as intended and were separately payable or did not meet the criteria for inclusion in the global processing period. There will be no configuration and claims identified for possible adjustments will not require adjusting.</p>
<p>Issue 71: 191009-01. Behavioral health claims were set to EX92 pay but the claim paid zero dollars.</p>	<p>10/9/2019</p>	<p>Resolved</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>The fix was completed 2/6/2020.</p>	<p>Claim adjustments were completed between 06/18/20- 06/25/20.</p>