



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: April 15th, 2024

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 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	System fix completed on 12/26/23.	Manual work-around in place as of 09/29/23. Claim recoupments were completed between 02/05/24 - 02/07/24 and on 04/04/24. Claim adjustments spanned over 30 days due to contractual requirement for recovery notifications. This issue is resolved and will be removed from the May 2024 submission.	Resolved
Confirmed issue 379: CIA-6230 A portion of claims for MyCare members are not processing through Medicare and Medicaid appropriately	MyCare	10/19/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	An initial fix went into production on 02/15/24. A secondary system fix is required and estimated to be completed by 05/01/24.	Claim adjustments will be completed once the secondary system fix is finalized. We estimate adjustments to be completed between 06/01/24 - 07/01/24.	Fix in process

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Confirmed Issue 382: CIA-6329 Behavioral Health claims billing under a supervising provider are underpaying in error.	Medicaid & MyCare	11/01/23	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	The system fix is currently in development and is estimated to be complete by 04/30/24.	The manual work-around continues to be in place since 11/09/23 while the system fix has been delayed. We estimate claim adjustments to be completed between 06/01/24 - 06/30/24.	Fix in process
Confirmed Issue 386: CIA-6371 Claims billing CPT 81513 are denying for not reimbursable per plan policy in error.	Medicaid	11/20/23	01-Hospital (Outpatient); 80-Independent Laboratory	System fix completed on 02/15/24.	Claim adjustments were partially completed between 03/06/24 - 03/08/24 and 03/18/24 - 04/05/24. We estimate the remaining claim adjustments to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process

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<p>Confirmed Issue 395: CIA-6499 A portion of hospital claims processed between 12/15/23 - 12/20/23 did not reimburse contractual amount appropriately.</p>	<p>Medicaid & MyCare</p>	<p>12/26/23</p>	<p>01-Hospital (IP & OP)</p>	<p>This was an isolated incident due to server job priorities and was self-corrected with load balancing. An automated daily claims monitoring job is being developed to identify if future claims are impacted. The automated daily claims monitoring job is estimated to be complete by 04/19/24. Monitoring has been in placed since 01/29/24 to ensure no other incidents occur.</p>	<p>Claim adjustments were submitted while the fix was in process. Adjustments were completed between 02/29/24 - 03/08/24. If additional adjustments are required after the automated job is developed, we estimate those to be completed between 05/19/24 - 06/19/24.</p>	<p>Fix in process and adjustments are complete.</p>
<p>Confirmed Issue 397: CIA-6490 A portion of the home health/waiver fee schedules effective 01/01/24 were not loaded within 20 days from ODM posting to website.</p>	<p>Medicaid & MyCare</p>	<p>01/22/24</p>	<p>55-Waivered Services, Individual; 45-Waivered Services Organization, 16 & 60-Home Health Agency; 38-Private Duty Non-Agency RN or LPN; 25-Non-Agency Personal Care Aide</p>	<p>The majority of the fee schedule rates were loaded prior to 02/08/24. The remaining fee schedule updates were loaded on 02/21/24.</p>	<p>Claim adjustments were partially completed between 03/04/24 - 03/05/24 and 03/15/24 - 04/15/24. The remaining claim adjustments are estimated to be completed between 04/15/24 - 05/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>

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Confirmed Issue 398: CIA-6470 Claims billing CPT codes 36415, 86015, 86258, 88148, and 88150 for dates of service on or after 01/01/2024 are incorrectly pricing.	Medicaid & MyCare	01/26/24	00-All provider types	System fix completed on 02/15/24.	Claim adjustments were completed between 02/26/24 - 03/13/24 and 03/15/24 - 04/08/24. Adjustments spanned over 30 days due to identification and remediation of fallout claims. This issue is resolved and will be removed from the May 2024 submission.	Resolved
Confirmed Issue 399: CIA-6474 MyCare Medicaid Part B therapy claims are applying incorrect coordination of benefits.	Medicaid & MyCare	01/22/24	86-Nursing Facility	System fix completed on 03/06/24.	Manual work-around in place as of 01/22/2024. Claim adjustments were partially completed between 03/27/24 - 04/15/24. Remaining claims are estimated to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 400: CIA-6591 Claims billing CPT 20560 and 20561 are denying as non-covered in error.	Medicaid	02/02/24	01-Hospital (Outpatient); 39-Physical Therapist, Individual; 27-Chiropractor, Individual	System fix completed on 03/06/24.	Claim adjustments were completed between 03/25/24 - 04/08/24. This issue is resolved and will be removed from the May 2024 submission.	Resolved

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Confirmed Issue 402: CIA-6539 MyCare claims submitting CPT K0001 are not processing through Medicare as primary when billing in place of service 12	MyCare	01/18/24	76-Durable Medical Equipment Supplier	System fix completed on 03/08/24.	To correct issue, claim adjustments will require recouping payment made under Medicaid and reprocessing claims under Medicare as primary. We estimate this to be completed between 06/01/24 - 07/01/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 403: CIA-6498 Behavioral Health telehealth claims billed in place of service 12 are denying for invalid location in error.	Medicaid & MyCare	01/24/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 04/03/24.	Claim adjustments are in process and estimated to be completed between 05/01/24 - 05/31/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 404: CIA-6518 Claims billing RSV vaccines services are denying for non-covered in error.	Medicaid	01/16/24	01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual	System fix completed on 01/17/24.	Claim adjustments were completed between 03/20/24 - 04/07/24. This issue is resolved and will be removed from the May 2024 submission.	Resolved

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Confirmed Issue 405: CIA-6636 Inpatient DRG exempt rates effective 01/01/24 were not loaded timely	Medicaid	02/15/24	01-Hospital (Inpatient)	System fix completed on 03/12/24.	Claim adjustments were partially completed between 03/29/24 - 04/05/24. The remaining claim adjustments are estimated to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 406: CIA-6646 Behavioral Health claims billing CPT H0038 are denying for procedure is inappropriate for diagnosis in error.	Medicaid & MyCare	02/20/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 03/04/24.	Claim adjustments were partially completed between 03/28/24 - 04/09/24. The remaining claims are estimated to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 407: CIA-6667 DME CPT E2222, E2212,E0953 and E2228 are denying as non-covered in error.	Medicaid	02/22/24	76-Durable Medical Equipment Supplier	System fix completed on 03/20/24.	Claim adjustments were completed between 03/21/24 - 04/11/24. This issue is resolved and will be removed from the May 2024 submission.	Resolved

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<p>Confirmed Issue 408: CIA-6678 Change Healthcare Outage</p>	<p>Medicaid & MyCare</p>	<p>02/21/24</p>	<p>00-All provider types</p>	<p>Change Healthcare has not provided a timeline for resolution. To protect our members and providers, we have fully disconnected system access to and from Change Healthcare on February 21, 2024.</p>	<p>On February 21, 2024 Change Healthcare, a software and data analytics subsidiary of UnitedHealth Group’s Optum unit, experienced a cybersecurity incident that has impacted its network and operations. The cybersecurity incident created a service disruption impacting our members and provider network in several ways. We are working on multiple solutions to restore provider functionality and ensure continuity of care for our members. We will continue to provide updates as this situation evolves. You can find full details on our website: https://www.buckeyehealthplan.com/providers.html</p> <p>04/15/24 Update: Further updates regarding this topic can be found under website https://www.centene.com/change-healthcare.html This informational-only item will be removed from the May 2024 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 409: CIA-6684 Claims billing CPT codes 27686, 28615, 29807, 29882, 33268, 33269, 49591, 49592, 49593, 49594, 49595, 49596, 49613, 49618, 59514, or 59525 and appended with modifier 80, 81, 82, or AS are denying for incorrect use of modifier for procedure in error.</p>	<p>Medicaid & MyCare</p>	<p>01/30/24</p>	<p>20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant</p>	<p>While the issue was identified by a third-party vendor on 01/30/24, Buckeye was first notified of this issue on 02/16/24. The system fix was completed on 02/02/24.</p>	<p>Claim adjustments were completed on 03/07/24 and between 03/18/24 - 03/19/24. This issue is resolved and will be removed from the May 2024 submission.</p>	<p>Resolved</p>

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Confirmed Issue 410: CIA-6692 Behavioral Health claims for members under 21 are denying for diagnosis code reasons in error.	Medicaid & MyCare	02/29/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 04/08/24.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 05/15/24 - 06/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 411: CIA-6703 Claims are denying for timely filing in error.	Medicaid & MyCare	03/04/24	00-All provider types	System fix completed on 03/14/24.	Claim adjustments were completed between 03/18/24 - 04/05/24. This issue is resolved and will be removed from the May 2024 submission.	Resolved
Confirmed Issue 412: CIA-6694 A portion of therapy claims for dates of service on or after 01/01/24 are not paying updated rates.	Medicaid & MyCare	02/29/24	39-Physical Therapist, Individual; 40-Speech Language Pathologist, Individual; 41-Occupational Therapist, Individual	System fix completed on 03/12/24.	Claim adjustments were partially completed between 03/15/24 - 04/11/24. The remaining claim adjustments are estimated to be completed between 04/15/24 - 05/15/24.	Fix is complete and claim adjustments are in process

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Confirmed Issue 413: CIA-6676 Claims billing anesthesia services are underpaying in error.	Medicaid & MyCare	02/26/24	20-Physician/Osteopath, Individual; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 68-Anesthesia Assistant, Individual	System fix continues to have estimated completion date of 05/15/24.	We continue to estimate adjustments to be completed between 06/15/24 - 07/15/24.	Fix in process
Confirmed Issue 414: CIA-6707 Claims billing E/M services with "TH" modifier are underpaying in error.	Medicaid & MyCare	03/05/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 71-Nurse Midwife Individual; 24-Physician Assistant; 21-Professional Medical Group	System fix completed on 03/08/24.	Claim adjustments are currently in process and estimated to be completed between 05/01/24 - 05/31/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 415: CIA-6723 MyCare Medicare claims billing DME, anesthesia, and clinical laboratory services for dates of service on or after 01/01/24 paid previous 2023 rates in error.	MyCare	02/16/24	76-Durable Medical Equipment Supplier; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 72-Nurse Practitioner, Individual; 36-Podiatrist, Individual; 20-Physician/Osteopath, Individual; 39-Physical Therapist, Individual; 68-Anesthesia Assistant, Individual	System fix completed on 02/16/24.	Due to the notification period required for all recoveries, we estimate recoupment adjustments to be completed between 05/15/24 - 06/15/24.	Fix is complete and claim adjustments are in process

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Confirmed Issue 416: CIA-6651 Claims billed for mid-level practitioners are denying for missing/invalid modifier in error.	Medicaid	02/20/24	72-Nurse Practitioner, Individual; 71-Nurse Midwife Individual; 24-Physician Assistant	System fix completed on 04/04/24.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 05/15/24 - 06/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 417: CIA-6668 Outpatient hospital claim service lines are denying for a corresponding HCPCS/CPT code in error.	Medicaid & MyCare	02/22/24	01-Hospital (Outpatient)	System fix completed on 04/01/24.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 05/20/24 - 06/20/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 418: CIA-6454 MyCare nursing facility claims billing revenue codes 160 and 169 are applying patient liability in error.	MyCare	02/08/24	86-Nursing Facility	Additional time is needed for the system fix. We estimate the system fix to be completed by 06/30/24.	Manual work-around in place as of 03/25/24. While the system fix is in development, claim adjustments are in process and estimated to be completed between 06/15/24 - 07/15/24.	Fix in process
Confirmed Issue 419: CIA-6731 Claims billing H2019 and H2017 for dates of service on or after 01/01/24 are underpaying in error.	Medicaid & MyCare	02/15/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 02/22/24.	Claim adjustments were completed between 02/29/24 - 03/07/24 and 03/14/24 - 03/19/24. This issue is resolved and will be removed from the May 2024 submission.	Resolved

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Confirmed Issue 420: CIA-6695 MyCare Medicaid claims billing S5170 are paying in error without an authorization.	MyCare	02/29/24	16 & 60-Home Health Agency; 45-Waivered Services Organization; 55-Waivered Services, Individual	Additional time is needed for system fix. We estimate the system fix to be completed by 05/15/24.	Manual work-around in place as of 04/08/24. Claim adjustments are estimated to be completed between 06/15/24 - 07-15/24.	Fix in process
Confirmed Issue 421: CIA-6727 A portion of claims billing CPT codes B4157 - B4162 are underpaying in error.	Medicaid	03/19/24	76-Durable Medical Equipment Supplier	System fix completed on 04/11/24.	Impacted claims are currently being identified for adjustment. We estimate adjustments to be completed between 05/15/24 - 06/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 422: CIA-6768 Dental claims billed in a rural county for dates of service on or after 01/01/24 underpaid in error.	Medicaid & MyCare	01/19/24	30-Dentist, Individual; 31-Professional Dental Group	This issue was identified by our dental vendor on 01/19/24. Buckeye CPSE was first notified of this issue on 03/21/24. The system fix completed on 01/23/24.	Claim adjustments were completed between 02/09/24 - 02/15/24. This issue is resolved and will be removed from the May 2024 submission.	Resolved

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Confirmed Issue 423: CIA-6701 Outpatient hospital claims billing vaccine administration services are paying \$0.00 in error.	Medicaid	03/15/24	01-Hospital (Outpatient)	System fix in process and estimated to be completed by 05/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/24 - 07/15/24.	Fix in process
Confirmed Issue 424: CIA-6771 When a Provider submits a corrected claim, there are instances where claims on file for different rendering providers under the same group are being recouped in error	Medicaid & MyCare	03/26/24	00-All provider types	System fix in process and estimated to be completed by 06/15/24.	Claim adjustments were partially completed on 04/05/24. A subsequent adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/15/24 - 08/15/24.	Fix in process
Confirmed Issue 425: CIA-6745 Various services processed under EAPG reimbursement methodology are denying for no payment per state methodology in error.	Medicaid & MyCare	03/19/24	01-Hospital (Outpatient); 46-Ambulatory Surgery Center	System fix in process and estimated to be completed by 06/01/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 07/01/24 - 07/31/24.	Fix in process
Confirmed Issue 426: CIA-6786 Certain covered services are denying as non-covered in error.	Medicaid & MyCare	04/01/24	59-End-Stage Renal Disease (Dialysis) Clinic; 76-Durable Medical Equipment Supplier; 72-Nurse Practitioner, Individual; 36-Podiatrist, Individual; 20-Physician/Osteopath, Individual; 24-Physician Assistant	System fix in process and estimated to be completed by 05/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/24 - 07/15/24.	Fix in process

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Confirmed Issue 427: CIA-6766 Behavioral Health claims billing ABA services are not pricing at the rates established under single case agreements in error.	Medicaid & MyCare	03/26/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	Issue caused by manual processing error. Education provided on 03/26/24.	Claim adjustments were partially completed between 04/04/24 - 04/08/24. We estimate remaining adjustments to be completed between 05/15/24 - 06/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 428: CIA-6783 Claims billing T2042 and T2046 are denying for no authorization in error.	Medicaid & MyCare	03/26/24	44-Hospice	System fix in process and estimated to be completed by 05/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/24 - 07/15/24.	Fix in process
Confirmed Issue 429: CIA-6772 Claims billing DME services are denying for unbundling in error.	Medicaid	03/07/24	76-Durable Medical Equipment Supplier; 72-Nurse Practitioner, Individual; 24-Physician Assistant	While the issue was identified by a third-party vendor on 03/07/24, Buckeye was first notified of this issue on 03/22/24. The system fix was completed on 03/07/24.	Claim adjustments are currently in process and estimated to be completed between 05/15/24 - 06/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 430: CIA-6791 Claims billing CPT 51798 are denying for EXyE - procedure code is disallowed with this diagnosis code per plan policy in error.	Medicaid	04/02/24	20-Physician/Osteopath, Individual; 01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 24-Physician Assistant	System fix in process and estimated to be completed by 07/01/24.	An initial round of claim adjustments will be submitted while the system fix is in process. We estimate these adjustments to be completed between 05/15/24 - 06/15/24.	Fix in process