



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: September 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 168: CIA-4453 DME claims processed after 07/28/21 are denying for being a deleted code in error.	8/17/2021	Fix is Complete & Adjustments are in Process	76-Durable Medical Equipment Supplier	Initial notification was posted to website on 12/16/20. Status update posted to website on 01/15/21, 03/15/21, 05/15/21, and by 09/15/21	Original System fix completed on 01/25/21. An additional fix was required which went into production on 08/19/21.	Claim adjustments for the original issue were completed between: 02/23/21 - 02/26/21, 03/01/21 - 03/09/21, and 04/09/21 - 04/22/21. It was discovered that claims processing after 07/28/21 were denying in error and an additional fix was needed. We have reopened this previously resolved issue. We estimate adjustments to be complete between 10/01/21 - 10/31/21.	Originally reported issue contained 17,809 impacted claims. Reoccurrence of issue's impacted claim count is currently under review.

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Confirmed Issue 184: CIA-4017 Secondary MyCare Medicaid DME claims are denying for missing or invalid modifier in error.	01/27/21	Resolved	76-Durable Medical Equipment Supplier	Initial notification was posted to website on 03/15/2021. Status update posted on website on 05/15/21, 07/15/21, and by 09/15/21.	System fix completed on 05/07/21.	Manual work-around in place as of 03/31/2021. Claim adjustments were completed between: 06/22/21 - 06/29/21 07/02/21 - 07/09/21 07/15/21 - 07/23/21 07/28/21 - 08/11/21 This issue is resolved and will be removed from the November, 2021 submission.	2,857

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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	Resolved	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, 07/15/21, and by 09/15/21.	System fix completed on 07/21/21.	A manual work-around is in place as of 05/11/2021. System fix is in place and no adjustments will be completed. This issue is resolved and will be removed from the November, 2021 submission.	NA
Confirmed Issue 209: CIA- 4168 CPT 87636/ U0002 incorrectly denying for procedure not allowed for CLIA certification type.	03/19/21	Fix in process and adjustments are partially complete.	80-Independent Laboratory	Initial notification was posted to website by 05/15/2021. Status update posted on website on 07/15/21 and by 09/15/21.	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 12/31/21.	Manual work-around in place as of 06/10/21. Claim adjustment project has been submitted and adjustments were partially completed between: 07/21/21 - 07/31/21 08/03/21 - 08/20/21 Remaining claim adjustments are expected to be completed between 09/15/21 - 10/15/21.	7,236

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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 was posted to website by 05/15/2021. Status update posted on website on 07/15/21 and by 09/15/21.	Additional testing is required for the system fix which is delaying the estimated completion date to 10/01/21.	Manual work-around in place as of 04/09/2021. Due to the additional time needed for the system fix completion, we estimate claim adjustments to be completed between 11/01/21 - 12/01/21.	Pending
Confirmed Issue 217: CIA-4199 Professional claims billed with CPT 95886 incorrectly paid appropriate prof/tech rate split.	04/07/21	Resolved	72-Nurse Practitioner Individual 24-Physician Assistant 20-Physician/osteopath, individual 50-Clinic 21-Professional Medical Group	Initial notification was posted to website by 05/15/2021. Status update posted on website on 07/15/21, and by 09/15/21.	System fix completed on 04/17/21.	Manual work-around in place as of 04/08/2021. Claim adjustments were completed on 05/18/21 and 07/02/21 and between: 08/04/21 - 08/13/21 08/18/21 - 09/02/21 This issue is resolved and will be removed from the November, 2021 submission.	1,539

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Confirmed Issue 222: Nursing facility claims denied for no authorization during ODM authorization waived timeframe.	04/26/21	Resolved	86-Nursing Facility	Initial notification was posted to website by 05/15/2021. Status update posted on website on 07/15/21, and by 09/15/21.	Issue was determined to be a manual processing error. Education provided on 05/06/21.	Claim adjustments were completed between: 06/30/21 - 07/07/21 07/20/21 - 07/23/21 08/06/21 - 08/13/21 08/24/21 - 09/06/21 This issue is resolved and will be removed from the November, 2021 submission.	314
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 was posted to website by 05/15/2021. Status update posted on website on 07/15/21, and by 09/15/21.	System fix completed on 05/18/21. It was determined that an additional system fix was required. This secondary fix was completed on 08/04/21.	As an additional system fix was required, a manual work-around was put in place on 07/29/21. Due to the additional fix needed, we estimate adjustments to be completed between 11/01/21 - 12/01/21.	1,655

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Confirmed 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.	05/25/21	Fix is in Process	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 07/15/2021.	Additional time is needed for system fix development and testing. We estimate the system fix to be in production by 10/15/21.	Manual work-around in process on 07/12/21. Due to the additional time needed for system fix, we estimate recoupment adjustments to be complete between 12/15/21 - 01/15/22.	Pending
Confirmed Issue 233: MyCare Medicaid Behavioral Health claims for are denying for needing primary EOP in error when billed by Medicare non-covered specialties.	05/28/21	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 07/15/2021. Status update to be posted on website by 09/15/21.	This was determined to be a manual processing error. Education provided on 06/03/21.	Claim adjustments were completed between: 06/11/21 - 06/18/21. 08/02/21 - 08/12/21 08/23/21 - 09/03/21 This issue is resolved and will be removed from the November, 2021 submission.	1,190

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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	Resolved	73-Certified Registered Nurse Anesthetist (CRNA) Individual 20-Physician/osteopath, individual	Initial notification was posted to website on 07/15/2021. Status update to be posted on website by 09/15/21.	System fix completed on 06/13/21.	Claim adjustments were completed between: 08/04/21- 08/13/21 08/18/21 - 08/27/21 09/01/21 - 09/07/21 This issue is resolved and will be removed from the November, 2021 submission.	1,805
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 Complete & Adjustments are in Process	24-Physician Assistant 20-Physician/osteopath, individual 72-Nurse Practitioner Individual 21-Professional Medical Group	Initial notification was posted to website on 07/15/2021. Status update to be posted on website by 09/15/21.	System fix completed on 07/15/21.	A manual work on 06/07/21. Claim adjustment projects are in process and estimated to be completed between 09/15/21 - 10/15/21.	1,482

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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>Resolved</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Initial notification was posted to website on 07/15/2021. Status update to be posted on website by 09/15/21.</p>	<p>This was determined to be a manual processing error. Education provided on 06/03/21.</p>	<p>We will not be adjusting impacted claims in an effort to prevent claim recoupments and administrative burden for providers. This issue is resolved and will be removed from the November, 2021 submission.</p>	<p>NA</p>
<p>Confirmed 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 Complete & Adjustments are in Process</p>	<p>59-End-Stage Renal Disease (Dialysis) Clinic 80-Independent Laboratory</p>	<p>Initial notification was posted to website on 07/15/2021. Status update to be posted on website by 09/15/21.</p>	<p>System fix completed on 08/24/21.</p>	<p>Claim adjustment projects are in process and estimated to be completed between 10/01/21 - 11/01/21.</p>	<p>2,504</p>

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<p>Confirmed Issue 244: CIA-4289. Claims billing G0151 and G0152 are denying for authorization in error.</p>	<p>06/22/21</p>	<p>Fix is Complete & Adjustments are in Process</p>	<p>39-Physical Therapist, Individual 41-Occupational Therapist, Individual</p>	<p>Initial notification was posted to website on 07/15/2021. Status update to be posted on website by 09/15/21.</p>	<p>System fix completed on 07/28/21.</p>	<p>Claim adjustments were partially completed between: 08/25/21 - 09/01/21 09/07/21 - 09/08/21 We estimate remaining adjustments to be completed between 09/15/21 - 10/15/21.</p>	<p>467</p>
<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> <p>Upon further review, this was determined not to be a CPSE issue.</p>	<p>07/09/21</p>	<p>Resolved</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Initial notification was posted to website on 07/15/2021. Status update to be posted on website by 09/15/21.</p>	<p>System fix completed on 08/13/21.</p>	<p>There were less than 25 providers impacted. As claims were front-end rejected, Providers have been instructed to resubmit claims. This issue is resolved and will be removed from the November, 2021 submission.</p>	<p>NA</p>

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<p>Potential Issue 247: CIA-4408 Recent update to modifier 25 process inadvertently caused unbundling denials in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	07/09/21	Resolved	21-Professional Medical Group 50-Clinic 72-Nurse Practitioner Individual 24-Physician Assistant 01-Hospital (IP & OP)	Initial notification was posted to website on 07/15/2021. Status update to be posted on website by 09/15/21.	No system fix is needed.	This was determined to be provider billing error. This issue is resolved and will be removed from the November, 2021 submission.	NA
<p>Confirmed Issue 248: Behavioral Health CPT H2034 and H2036 are denying for no authorization in error when benefit limit has not been reached.</p>	07/14/21	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 09/15/2021.	System fix completed on 08/25/2021.	Claims adjustments were partially completed between: 07/22/21 - 08/05/21 08/16/21 - 08/23/21 09/07/21 - 09/08/21 We estimate remaining claim adjustments to be completed between 09/15/21 - 10/15/21.	330

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<p>Potential Issue 249: Member enrollment span mismatch between medical and BH is causing claims to deny for not being effective for DOS in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	07/16/21	Resolved	00-All provider types	Initial notification will be posted to website by 09/15/2021.	NA	This was determined not to be an issue which impacted claims processing. This potential issue is closed and will be removed from the November, 2021 submission.	NA

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<p>Confirmed Issue 250: Participating Behavioral Health Provider's claims are denying for no authorization in error when no authorization is needed for Participating Providers.</p>	<p>07/19/21</p>	<p>System fix and claim adjustments are in process</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Initial notification will be posted to website by 09/15/2021.</p>	<p>A single, systemic fix is unavailable for this issue as the impacted rendering practitioners' participating status and effective dates from the Provider Master File (PMF) must be verified and potentially updated. A multi-tiered fix is in process to update discrepant practitioner setups and adjust impacted claims. Due to the amount of time needed for this verification process, we estimate completion of this process to occur by 10/31/2021.</p>	<p>Claim adjustments were partially completed between: 07/27/21 - 07/30/21 08/02/21 - 8/04/21 08/10/21 - 08/18/21 08/20/21 - 08/24/21 08/31/21 - 09/03/21</p> <p>We estimate remaining claim adjustments, for Providers which have had their participating status updated to be completed between 09/15/21 - 10/15/21.</p> <p>Additional claim adjustment projects are expected to be submitted periodically as practitioner participating statuses are updated. We anticipate these adjustments to be completed between 12/01/21 - 12/31/21.</p>	<p>Pending</p>

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<p>Potential Issue 251: CIA-4435 MyCare Medicaid DME claims are applying a global processing in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	<p>07/22/21</p>	<p>Resolved</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Initial notification will be posted to website by 09/15/2021.</p>	<p>System fix is in process and estimated to be complete by 10/15/21.</p>	<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 11/15/21 - 12/15/21. This issue is resolved and will be removed from the November, 2021 submission.</p>	<p>Pending</p>

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<p>Confirmed Issue 252: CIA-4262 MyCare Medicaid claims are denying as non-covered in error when primary Medicare claim has paid.</p>	07/26/21	Fix in process	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 09/15/2021.	Due to competing configuration priorities, this issue is being fully controlled manually. We will continue to monitor this while the configuration is completed. Configuration is tentatively scheduled for 01/31/22.	Manual work-around in place starting 08/31/2021. Claims are currently being identified for adjustment. Adjustments are expected to be complete between 10/15/21 - 11/15/21.	Pending
<p>Potential Issue 253: MyCare Medicare claims billing CPT K0553/K0554 are underpaying in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	07/29/21	Resolved	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 09/15/2021.	NA	This was determined to be provider billing error. This issue is resolved and will be removed from the November, 2021 submission.	NA

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<p>Potential Issue 254: MyCare Medicare claims for diabetic shoes, billed in place of service code 31 and 32, using diagnosis code E23.2, are denying as non-covered in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	07/30/21	Resolved	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 09/15/2021.	System fix completed on 08/19/2021.	There were less than 25 providers impacted. Claim adjustments were completed between 08/30/21 - 09/02/21. This issue is resolved and will be removed from the November, 2021 submission.	26
<p>Potential Issue 255: Medicaid EAPG Claims for hydration services are applying an unbundling processing code in error.</p>	07/30/21	Fix in process	01-Hospital (Outpatient)	Initial notification will be posted to website by 09/15/2021.	An extended timeframe is required for research and determination of root cause and system fix. We estimate this research to be completed by 09/30/2021.	A claims adjustment project may be submitted and completed within 60 days of system fix implementation, depending on the results from the root cause determination. We estimate claim adjustments to be completed between 11/01/21 - 11/30/21.	Pending

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<p>Potential Issue 256: Behavioral Health claims billing CPT H2019 with modifiers "UA" and "HN" marriage and family (SPZP) are denying for procedure invalid for provider specialty in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	08/19/21	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 09/15/2021.	System fix in process and estimated to be complete by 09/30/21.	<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 11/01/21 - 11/30/21. This issue is resolved and will be removed from the November, 2021 submission.</p>	Pending
<p>Confirmed Issue 257: CIA-4456 DME claims billing CPT K0739 without "NU" modifier are denying in error.</p>	08/16/21	Fix is Complete & Adjustments are in Process	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 09/15/2021.	System fix completed on 08/31/21.	<p>Claim adjustments were partially completed between 08/25/21 - 09/07/21. We estimate remaining adjustments to be completed between 09/15/21 - 10/15/21.</p>	169

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<p>Potential Issue 258: CIA-4468 Rental Oxygen DME claims for MyCare members are pricing at 10% of monthly rate in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	07/29/21	Resolved	76-Durable Medical Equipment Supplier	Initial notification will be posted to website by 09/15/2021.	System fix in process and estimated to be complete by 10/15/21.	There were less than 25 providers impacted. Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate adjustments to be complete between 11/15/21-12/15/21. This issue is resolved and will be removed from the November, 2021 submission.	Pending
<p>Confirmed Issue 259: Behavioral Health claims billing CPT HXXXX for non-participating providers are paying without an authorization in error.</p>	08/25/21	Fix is Complete & Adjustments are in Process	<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 09/15/2021.	System fix completed on 09/07/21.	Impacted claims are being identified for a claim adjustment project. Due to the notification period required for all recoupments, we estimate claim adjustments to be complete between 12/01/21 - 12/31/21.	Pending

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<p>Potential Issue 260: CIA-4482 /CIA-4342 Procedure codes 0275T and Q2043 are denying for procedure coverage not defined by Medicaid - Provider to resubmit in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	09/02/21	Resolved	46-Ambulatory Surgery Center	Initial notification will be posted to website by 09/15/2021.	System fix in process and estimated to be complete by 10/15/21.	<p>There were less than 25 providers impacted. Claims adjustment project will be submitted and completed within 60 days of fix implementation. We estimate adjustments to be complete between 11/15/21-12/15/21. This issue is resolved and will be removed from the November, 2021 submission.</p>	5

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Confirmed Issue 261: Electronic claim submissions for certain MyCare Opt-Out members with Wellcare Medicare primary coverage are rejecting in error.	08/23/21	Fix is Complete & Adjustments are in Process	46-Ambulatory Surgery Center 72-Nurse Practitioner Individual 20-Physician/osteopath, individual 21-Professional Medical Group 24-Physician Assistant	Initial notification will be posted to website by 09/15/2021.	System fix completed on 08/27/21.	Claim adjustments are estimated to be completed between 09/15/21 - 10/15/21.	2,231
Confirmed Issue 262: E & M claims billing behavioral health diagnosis codes are denying for needing to be billing to behavioral health in error	08/25/21	Fix is Complete & Adjustments are in Process	24-Physician Assistant 20-Physician/osteopath, individual 21-Professional Medical Group	Initial notification will be posted to website by 09/15/2021.	System fix completed on 09/06/21.	Impacted claims are being identified for a claim adjustment project. We estimate claim adjustments to be complete between 10/15/21 - 11/15/21.	Pending

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<p>Potential Issue 263: CIA-4502 MyCare Medicaid long term care claims, when billed with revenue codes other than room and board, are denying for needing additional information by Medicare in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	09/08/21	Resolved	86-Nursing Facility	Initial notification will be posted to website by 09/15/2021.	System fix is being researched. We estimate system fix to be complete by 10/31/21.	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 12/01/21 - 12/31/21. This issue is resolved and will be removed from the November, 2021 submission.	Pending

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<p>Potential Issue 264: CIA-4471 COVID bed hold days are denying days 30-60 in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	08/30/21	Fix in process	86-Nursing Facility	Initial notification will be posted to website by 09/15/2021.	System fix in process and estimated to be complete by 09/30/21.	<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 11/01/21 - 11/30/21. This issue is resolved and will be removed from the November, 2021 submission.</p>	Pending

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
<p>Potential Issue 265: CIA-4461 Inappropriate duplicate line denials for nursing facility claims.</p>	<p>08/24/21</p>	<p>Fix in process</p>	<p>86-Nursing Facility</p>	<p>Initial notification will be posted to website by 09/15/2021.</p>	<p>System fix is being researched and estimated to be complete by 10/15/21.</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 11/15/21 - 12/15/21.</p>	<p>Pending</p>