



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: July 15, 2019

Listed below are current Claims Payment Systemic Errors (CPSE). Issues are shown by date reported with the most recently reported issue listed first. This log is updated frequently 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 at **866-296-8731** to speak to a Buckeye Health Plan Provider Claims Assistance Representative.

Date Reported	Status Updates	Provider Type Impacted	Description of the Issue	Resolved Date	Updates/Resolution
7/15/2019	New	Behavioral Health	Behavioral Health are denying incorrectly for CPT code 90791 and 90792, and place of service 23.	N/A	Research in progress.
7/15/2019	New	Behavioral Health	Rate changes effective 01/01/2019 caused claims to deny incorrectly for certain code/modifier combinations.	N/A	Fix in progress.
7/15/2019	New	Medical	Claims for revenue code 637 without a HIPPS/CPT code are potentially denying incorrectly.	N/A	Research in progress.
7/15/2019	New	Medical	Code J2930 is pricing at an incorrect rate beginning 05/01/2019.	N/A	Fix in progress.
7/15/2019	New	Medical	Procedure codes H1001, H1002, and H1003 are denying as non-covered.	N/A	Research in progress.
7/15/2019	New	Medical	Procedure codes 80069, 82306, 83970, 85014, 85018, and 88305 are denying as non-covered.	N/A	Research in progress.
7/15/2019	New	Medical	System was cross-walking consultation procedure codes 99241-99245 and 99251-99255 to new patient visit codes in error.	N/A	Research in progress.

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7/15/2019	New	Medical	Institutional claims for immunizations are denying incorrectly for invalid NDCs.	N/A	Research in progress.
6/15/2019	Ongoing remediation	Behavioral Health	Behavioral health claims are being incorrectly paid or denied due to pay class errors. The impacted providers are set up with the wrong pay class; they are 84/95 provider types so they should be paid at the corresponding pay class.	N/A	Research in progress.
6/15/2019	Ongoing remediation	Behavioral Health	Claims are being denied as duplicates where the procedure, member, provider and date of service are the same but the Place of Service is different. There is no modifier on the claims.	N/A	Research in progress.
6/15/2019	Ongoing remediation	Behavioral Health	FQHC claims for psych services and certain office visit services are denying in error due to processing with a CMHC fee schedule. The FQHC fee schedule should be used instead.	N/A	Research in progress.
6/15/2019	Ongoing remediation	Behavioral Health	Behavioral Health Direct Supervision claims are being underpaid in error, due to system configuration.	N/A	Fix in progress.
6/15/2019	Ongoing remediation	Behavioral Health	Behavioral Health claims are denying for TPL when there is no, or discrepant, TPL in the system.	N/A	Research in progress.
6/15/2019	Ongoing remediation	Behavioral Health	Behavioral Health claims with add on codes are incorrectly denying for "add-on code billed without primary", when the primary was billed.	N/A	Fix in progress.
6/15/2019	Ongoing remediation	Behavioral Health	Claims for code H2019 and H2017 with dual licensed nursing specialties are incorrectly configuring to pay for higher level of service ("YA" and "YB" specialty only).	N/A	Fix in progress.

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6/15/2019	Ongoing remediation	Medical	Procedure code 72040 is incorrectly denying as non-covered for members aged 21 or over.	N/A	Research in progress.
6/15/2019	Ongoing remediation	Medical	Claims for 340B denying incorrectly for invalid NDC due to configuration error.	N/A	Fix in progress.
6/15/2019	Ongoing remediation	Medical	The EAPG processor is incorrectly denying some MyCare claims where Medicare billing procedures conflict with EAPG hierarchy.	N/A	Fix in progress.
6/15/2019	Ongoing remediation	Medical	Procedure codes E0193, E0194, E0202, E0465, E0466, E0471, E0472, E0500, E0604, E0781, and E0791 with modifier RR are denying incorrectly.	N/A	Fix in progress.
6/15/2019	Ongoing remediation	Medical	Patient liability (PL) is being applied erroneously to claims being processed. A file load error is resulting in situations where there is low or no PL to be applied in some cases during claims processing. This results in a need for claims adjustments to correct and apply appropriate PL amounts.	N/A	Research in progress.
6/15/2019	Ongoing remediation	Medical	Missing specialty codes are causing claims to deny with reason "non-covered specialty" for codes: for H0010, H0011, H2034, and H2036.	N/A	Fix in progress.
4/15/2019	Ongoing remediation	Medical	Skilled therapy services are not pricing correctly for multiple procedures.	N/A	Fix in progress.
4/15/2019	Ongoing remediation	Behavioral Health	Federally Qualified Health Center claims for behavioral health services denying incorrectly for invalid place of service when place of service is correct.	N/A	Fix in progress.

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Date Reported	Status Updates	Provider Type Impacted	Description of the Issue	Resolved Date	Updates/Resolution
3/15/2019	Ongoing remediation	Behavioral Health	System logic is incorrectly prompting claims intended for Behavioral Health to route to medical, due to recognition of taxonomy. Results in claims denying incorrectly with instruction to resubmit with EOB or "resubmit to behavioral health".	N/A	Fix in progress.
11/15/2018	Ongoing remediation	Behavioral Health	Behavioral health claims are being misrouted. As a result, the affected claims are incorrectly denying with reasons: "Behavioral Health services 2/1/09 and after to be processed in Ohio CBH", "Void service for administration reasons" and "Submit charges to Behavioral Health Provider for processing".	N/A	Fix in progress.
6/15/2019	Resolved	Medical	Claims for members in their initial month of coverage are incorrectly denying for no authorization.	7/15/2019	Issue does not meet CPSE criteria.
6/15/2019	Resolved	Medical	Claims for revenue codes 419/410 for vent services are denying incorrectly with instruction to resubmit with EOB; additional info required by Medicare; or service not eligible, due to manual error.	6/27/2019	Adjustment project in process.
6/15/2019	Resolved	Medical	Hospice vent claims for T2046 are denying for no coverage in error, due to incorrect configuration.	7/15/2019	Resolved, but no adjustment required.
4/15/2019	Resolved	Behavioral Health	Behavioral health claims incorrectly being pended with code EXNQ for "provider set-up problem".	6/28/2019	Adjustment project in process.
3/15/2019	Resolved	Medical	DME rentals are incorrectly paying without an authorization for some providers.	3/5/2019	Adjustment project in process.