



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: August 15<sup>th</sup>, 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 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.	<p>Manual work-around in place as of 01/22/2024. Claim adjustments were partially completed between 03/27/24 - 05/15/24.</p> <p>Upon review of the adjusted claims, it was discovered that a portion of the claims applied an authorization denial in error. The impacted claims from this issue will require an additional reprocessing to appropriately coordinate with primary Medicare claims. Claim readjustments were partially completed between 05/23/24 - 08/15/24. We estimate remaining claim adjustments to be completed between 08/15/24 - 09/15/24. There were also claim overpayments which are estimated to be completed between 10/15/24 - 11/15/24 due to the notification period required for all recoveries.</p>	Fix is complete and claim adjustments are in process

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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.	Claim adjustments were partially completed between 07/16/24 - 08/15/24. We estimate remaining claims to be adjusted between 08/15/24 - 09/15/24.	Fix is complete and claim adjustments are in process
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	Additional time is needed for the system fix. We estimate this to be completed by 08/31/24.	Due to the additional time required for the system fix, we estimate adjustments to be completed between 10/01/24 - 11/01/24.	Fix in process

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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.	Claim overpayments were recouped between: 04/29/24 - 05/09/24, 05/15/24 - 05/16/24, 07/25/24 - 08/06/24. Adjustments spanned over 30 days due to the notification period required for all recoveries. This issue is resolved and will be removed from the September 2024 submission.	Resolved
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	Upon further review, this issue was determined to be caused by a manual processing error. Education provided on 06/28/24.	Manual work-around in place as of 04/08/24. Claim adjustments were completed between 07/15/24 - 08/01/24. This issue is resolved and will be removed from the September 2024 submission.	Resolved

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<p>Confirmed Issue 421: CIA-6727 A portion of claims billing CPT codes B4157 - B4162 are underpaying in error.</p>	<p>Medicaid</p>	<p>03/19/24</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>System fix completed on 04/11/24.</p>	<p>Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 433. Claim adjustments are in process and estimated to be completed between 10/15/24 - 11/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>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.</p>	<p>Medicaid &amp; MyCare</p>	<p>03/26/24</p>	<p>00-All provider types</p>	<p>System fix completed on 07/12/24.</p>	<p>The initial round of claim adjustments were completed on 04/05/24, 04/15/24 - 05/13/24, and 05/15/24 - 06/12/24. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. No further claim adjustments were required after the system fix was implemented. This issue is resolved and will be removed from the September 2024 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 426: CIA-6786 Certain covered services are denying as non-covered in error.</p>	<p>Medicaid &amp; MyCare</p>	<p>04/01/24</p>	<p>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</p>	<p>System fix completed on 06/20/24.</p>	<p>Claim adjustments were completed between 06/17/24 - 06/24/24 and 07/15/24 - 08/15/24. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the September 2024 submission.</p>	<p>Resolved</p>

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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 completed on 08/12/24.	Manual work-around in place as of 05/14/24. An initial round of adjustments was completed between 07/22/24 - 07/25/24. We are currently identifying remaining claims for adjustment and estimate them to be completed between 09/15/24 - 10/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 433: CIA-6921 Claims billing for enterals that require prior authorization on the Medicaid fee schedule are over- or underpaid in error.	Medicaid	04/23/24	76-Durable Medical Equipment Supplier	System fix completed on 06/17/24.	Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 421. Claim adjustments are in process and estimated to be completed between 10/15/24 - 11/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 434: CIA-6862 MyCare Medicaid claims billing part B therapy in nursing facility setting are pricing at incorrect rates.	MyCare	04/23/24	86-Nursing Facility	System fix completed on 05/01/24.	Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 399. Claim adjustments were partially completed between 05/23/24 - 08/15/24. We estimate remaining fallout claims to be adjusted between 08/15/24 - 09/15/24. Overpayment recoveries are estimated to be completed between 10/15/24 - 11/15/24.	Fix is complete and claim adjustments are in process

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Confirmed Issue 437: CIA-6901 Claims billing CPT T2042 are not pricing at the member's county of residence rate when it varies from the servicing provider's county.	Medicaid	05/07/24	44-Hospice	System fix completed on 08/06/24.	Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 09/15/24 - 10/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 438: CIA-6643 Nursing Facility claims billing revenue codes 160 and/or 169 for non-waiver members are paying in error.	MyCare	05/03/24	86-Nursing Facility	System fix completed on 07/05/24.	Manual work-around in place as of 05/09/24. Due to contractual notification period required for all recoupments, we estimate this to be completed between 10/01/24-10/31/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 439: CIA-6896 Claims billing certain DME services with "RR" modifier are denying for invalid modifier in error.	Medicaid	05/06/24	76-Durable Medical Equipment Supplier	System fix completed on 07/26/24.	Claim adjustments are in process and estimated to be completed between 09/15/24 - 10/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 441: CIA-6712 DME claims for MyCare members are not paying as primary under Medicaid in error when service is non-covered Medicare.	MyCare	05/10/24	76-Durable Medical Equipment Supplier	Additional time is needed for the system fix. We estimate this to be completed by 10/01/24.	Manual work-around in place as of 05/16/24. The initial round of claim adjustments are in process and estimated to be completed between 09/01/24 - 09/30/24.	Fix is complete and claim adjustments are in process

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<p>Confirmed Issue 442: CIA-6899 Chiropractor claims billing only E &amp; M services without modifier 25 are denying for frequency edits in error.</p>	<p>Medicaid &amp; MyCare</p>	<p>05/06/24</p>	<p>27-Chiropractor, Individual</p>	<p>The system fix is estimated to be completed by 09/30/24.</p>	<p>The initial round of claim adjustments were completed between 07/22/24 - 07/28/24. Once the system fix is complete, a second round of claim adjustments is estimated to be completed between 11/01/24 - 11/30/24.</p>	<p>Fix in process</p>
<p>Confirmed Issue 444: CIA-7002 Claims billing the same laboratory CPT codes multiple times on the same date of service are denying for duplicate in error.</p> <p>Upon further review, this was determined not to be a CPSE issue.</p>	<p>Medicaid &amp; MyCare</p>	<p>06/05/24</p>	<p>01-Hospital (Outpatient); 80-Independent Laboratory; 59-End-Stage Renal Disease (Dialysis) Clinic</p>	<p>No fix required as this was provider billing error.</p>	<p>Upon further review, this was determined to be provider billing error and not a CPSE Issue. This issue will be removed from the September 2024 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 445: CIA-7018 A portion of physician assistant claims are denying for missing/invalid modifier in error.</p>	<p>Medicaid</p>	<p>06/11/24</p>	<p>24-Physician Assistant</p>	<p>System fix completed on 06/28/24.</p>	<p>The majority of the claim adjustments were completed between 07/15/24 - 08/15/24. The remaining fallout claims are expected to be completed between 08/15/24 - 09/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>

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Confirmed Issue 447: CIA-7063 MyCare Medicaid secondary claims are applying incorrect coordination of benefits due to discrepant Opt-in and Opt-out MyCare member eligibility status being sent on the 834.	MyCare	06/26/24	00-All provider types	System fix will originate from ODM on the 834. Until corrected, Buckeye Health Plan will manually update the members' statuses to appropriately reflect the correct eligibility. The members' statuses have been manually updated as of 06/29/24.	Claim adjustments were completed between 07/25/24 - 08/08/24. This issue is resolved and will be removed from the September 2024 submission.	Resolved
Confirmed Issue 448: CIA-7088 Claims billing CPT 82075 is denying procedure inappropriate for provider specialty in error.	Medicaid & MyCare	07/02/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 07/11/24.	Claim adjustments were completed between 07/25/24 - 08/08/24. This issue is resolved and will be removed from the September 2024 submission.	Resolved
Confirmed Issue 449: CIA-6985 Vaccines (non-VFC) and administration services for members under 21 years old are denying for needing primary EOP in error.	Medicaid	07/08/24	20-Physician/Osteopath, Individual; 01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 24-Physician Assistant	Additional time required for system fix. We estimate this to be completed by 10/31/24.	Due to the additional time required for the system fix, we estimate adjustments to be completed between 12/01/24 - 12/31/24.	Fix in process



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Confirmed Issue 450: CIA-7049 Claims billing for CPT E0601 and A7030 are denying for exceeding maximum amount of units over a period of time in error.	Medicaid & MyCare	07/10/24	76-Durable Medical Equipment Supplier	System fix completed on 07/25/24.	Claim adjustments are in process and estimated to be completed between 09/15/24 - 10/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 451: CIA-7111 Some obstetrical anesthesia claims are underpaying for dates of service on or after 01/01/24.	Medicaid	07/15/24	20-Physician/Osteopath, Individual; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 68-Anesthesia Assistant, Individual	System fix in process and estimated to be completed by 10/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 11/15/24 - 12/15/24.	Fix in process
Confirmed Issue 452: CIA-7136 Claims billing CPT 97802 with modifier AE are denying for incorrect use of a modifier in error.	Medicaid	07/16/24	07-Dietitian; 72-Nurse Practitioner, Individual	System fix complete on 07/19/24.	Claim adjustments were completed on 07/29/24. This issue is resolved and will be removed from the September 2024 submission.	Resolved

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Confirmed Issue 453: CIA-7140 Behavioral Health claims billing CPT 81025 are denying for missing or invalid modifier in error.	Medicaid & MyCare	07/23/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 08/06/24.	Claim adjustments are in process and estimated to be completed between 09/15/24 - 10/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 454: CIA-7142 MyCare Inpatient Claims billing a single room and board line are overpaying in error.	MyCare	08/01/24	01-Hospital (Inpatient)	System fix complete on 08/13/24.	We are currently identifying impacted claims and estimate overpayment adjustments to occur between 11/15/24 - 12/15/24 due to the notification requirement for all recoveries.	Fix is complete and claim adjustments are in process
Confirmed Issue 455: CIA-7146 Non-covered denials in error for CPT codes 98960, 99053, A4520, A7046, G0296, L0637, L3916, L3933, and T4529.	Medicaid	08/06/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 76-Durable Medical Equipment Supplier; 21-Professional Medical Group; 01-Hospital (Outpatient);	System fix in process and estimated to be completed by 09/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 10/15/24 - 11/15/24.	Fix in process

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Confirmed Issue 456: CIA-7190 CPT 20611 and 20610 are denying for inappropriate code billed in error when performed by an anesthesiologist.	Medicaid	08/09/24	20-Physician/Osteopath, Individual	System fix in process and estimated to be completed by 09/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 10/15/24 - 11/15/24.	Fix in process
Confirmed Issue 457: CIA-7043 A portion of claims are paying \$0.00 on VFC eligible vaccines for providers that are non-VFC participating providers.	Medicaid	08/09/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group	System fix in process and estimated to be completed by 09/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 10/15/24 - 11/15/24.	Fix in process
Potential Issue 458: CIA-7145 Claims billing new patient E & M services are denying in error when the provider has billed other services for the same patient within the past 3 years.	Medicaid & MyCare	07/24/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group	System fix in process and estimated to be completed by 09/01/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 10/01/24 - 11/01/24.	Fix in process