



# UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: June 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 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. The secondary system fix was completed on 05/02/24.	Claim adjustments were completed between 05/20/24 - 06/11/24. This issue is resolved and will be removed from the July 2024 submission.	Resolved
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 went into production on 04/18/24. However, it was discovered additional corrective action was required and was completed on 05/16/24.	Manual work-around in place as of 11/09/23. When the issue was first reported, an initial round of claim adjustments was completed between 01/03/24 - 01/12/24. After the secondary fix was completed, a final round of claim adjustments was completed between 05/23/24 - 06/06/24. Adjustments spanned over 30 days due to the identification of the secondary fix required. Once completed, a second round of adjustments was required. This issue is resolved and will be removed from the July 2024 submission.	Resolved

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<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 &amp; MyCare</p>	<p>01/22/24</p>	<p>55-Waivered Services, Individual; 45-Waivered Services Organization, 16 &amp; 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 completed between: 03/04/24 - 03/05/24, 03/15/24 - 05/13/24, and 05/15/24 - 06/03/24. Adjustments spanned over 30 days due to the identification and remediation of fall out claims. This issue is resolved and will be removed from the July 2024 submission.</p>	<p>Resolved</p>
<p>Confirmed Issue 399: CIA-6474 MyCare Medicaid Part B therapy claims are applying incorrect coordination of benefits.</p>	<p>Medicaid &amp; MyCare</p>	<p>01/22/24</p>	<p>86-Nursing Facility</p>	<p>System fix completed on 03/06/24.</p>	<p>Manual work-around in place as of 01/22/2024. Claim adjustments were partially completed between 03/27/24 - 05/15/24. 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 - 06/14/24. We estimate the remaining claims to be completed between 06/15/24 - 07/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>

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<p>Confirmed Issue 402: CIA-6539 MyCare claims submitting CPT K0001 are not processing through Medicare as primary when billing in place of service 12.</p>	<p>MyCare</p>	<p>01/18/24</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>System fix completed on 03/08/24.</p>	<p>To correct issue, claim adjustments will require recouping payment made under Medicaid and reprocessing claims under Medicare as primary. Additional time is required for the claim adjustments. We estimate the Medicare claim adjustments to be completed between 07/15/24 - 08/15/24 and Medicaid recoveries to be completed between 08/15/24 - 09/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 410: CIA-6692 Behavioral Health claims for members under 21 are denying for diagnosis code reasons in error.</p>	<p>Medicaid &amp; MyCare</p>	<p>02/29/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>System fix completed on 04/08/24.</p>	<p>Claim adjustments were completed between 04/22/24 - 05/13/24 and 05/16/24 - 06/12/24. Adjustments spanned over 30 days due to identification and remediation of fallout claims. This issue is resolved and will be removed from the July 2024 submission.</p>	<p>Resolved</p>

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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	Due to competing priorities, the system fix estimate has been delayed to 08/02/2024.	Due to the additional time required for the system fix, we estimate claim adjustments to be completed between 09/01/24 - 10/01/24.	Fix 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 Assista	System fix completed on 02/16/24.	Claim overpayments were partially recouped between 04/29/24 - 05/09/24 and 05/15/24 - 05/16/24. We estimate the remaining adjustments to be completed between 07/01/24 - 07/31/24 due to the required contractual notification period.	Fix is complete and claim adjustments are in process

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<p>Confirmed Issue 417: CIA-6668 Outpatient hospital claim service lines are denying for a corresponding HCPCS/CPT code in error.</p>	<p>Medicaid &amp; MyCare</p>	<p>02/22/24</p>	<p>01-Hospital (Outpatient)</p>	<p>System fix completed on 04/01/24.</p>	<p>Claim adjustments were partially completed between 05/15/24 - 06/14/24. We estimate the remaining claims to be adjusted between 06/15/24 - 07/15/24. Adjustments spanned over 30 days due to identification and remediation of fallout claims.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 418: CIA-6454 MyCare nursing facility claims billing revenue codes 160 and 169 are applying patient liability in error.</p>	<p>MyCare</p>	<p>02/08/24</p>	<p>86-Nursing Facility</p>	<p>A multi-layered solution has been put into place as of 05/09/24 which includes pre-payment correction, membership verification, and post-payment reconciliation.</p>	<p>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.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 420: CIA-6695 MyCare Medicaid claims billing S5170 are paying in error without an authorization.</p>	<p>MyCare</p>	<p>02/29/24</p>	<p>16 &amp; 60-Home Health Agency; 45-Waivered Services Organization; 55-Waivered Services, Individual</p>	<p>Due to competing priorities, additional time is needed for the system fix. We estimate this to be completed by 07/15/24. Manual work-around continues to be in place while fix is in process.</p>	<p>Manual work-around in place as of 04/08/24. While the system fix is in process, a claim adjustment project will be submitted to recover claims which paid in error. Due to the required notification period for recoveries, we estimate this to be completed between 07/15/24 - 08/15/24.</p>	<p>Fix in process</p>

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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 related to this issue will be reprocessed with the impacted claims from Issue 433. We estimate adjustments to be completed between 07/15/24 - 08/15/24.	Fix is complete and claim adjustments are in process
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 completed on 05/07/24.	Claim adjustments were partially completed between 05/24/24 - 06/14/24. The remaining adjustments are estimated to be completed between 06/15/24 - 07/15/24.	Fix is complete and claim adjustments are 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	Due to the complexity of the issue, additional time is required for the system fix. We estimate this to be completed by 08/31/24.	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. A subsequent adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 09/15/24 - 10/15/24.	Fix in process

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<p>Confirmed Issue 425: CIA-6745 Various services processed under EAPG reimbursement methodology are denying for no payment per state methodology in error.</p>	<p>Medicaid &amp; MyCare</p>	<p>03/19/24</p>	<p>01-Hospital (Outpatient); 46-Ambulatory Surgery Center</p>	<p>System fix completed on 04/18/24.</p>	<p>Claim adjustments were completed between 05/21/24 - 06/11/24. This issue is resolved and will be removed from the July 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>The system fix is in process and estimated to be completed by 06/30/24.</p>	<p>While the system fix is finalized, an initial round of claim adjustments was submitted and estimated to be completed between 07/01/24 - 07/31/24. Once the system fix is complete, a final claims adjustment project will be submitted and is estimated to be completed between 07/15/24 - 08/15/24.</p>	<p>Fix and claim adjustments in process</p>

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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 completed between: 04/04/24 - 04/08/24, 04/15/24 - 05/13/24, 05/17/24 - 06/07/24. Claim recoupments were completed on 05/29/24. Adjustments spanned over 30 days due to identification and remediation of fallout claims. This issue is resolved and will be removed from the July 2024 submission.	Resolved
Confirmed Issue 428: CIA-6783 Claims billing T2042 and T2046 are denying for no authorization in error.	Medicaid & MyCare	03/26/24	44-Hospice	Issue determined to be caused by a manual processing error. Education provided on 04/30/24.	Claim adjustments were completed between 04/22/24 - 05/13/24 and 05/20/24 - 06/12/24. Adjustments spanned over 30 days due to identification and remediation of fallout claims. This issue is resolved and will be removed from the July 2024 submission.	Resolved
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	The system fix is estimated to be completed by 08/01/24.	Manual work-around in place as of 05/14/24. An initial round of claim adjustments will be submitted while the system fix is in process and is estimated to be completed between 07/15/24 - 08/15/24.	Fix in process



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Confirmed Issue 431: CIA-6805 Claims billing T2031 are denying for missing authorization or modifier in error.	MyCare	04/16/24	86-Nursing Facility	System fix completed on 05/01/24.	The initial round of claim adjustments was completed between 04/30/24 - 05/09/24. Additional time required for remaining claim adjustments. We estimate adjustments to be completed between 07/15/24 - 08/15/24.	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 in process and estimated to be completed by 06/30/24.	Impacted claims related to this issue will be reprocessed with the impacted claims from Issue 421. Claim 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 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 - 06/14/24. We estimate the remaining claims to be completed between 06/15/24 - 07/15/24.	Fix is complete and claim adjustments are in process

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Confirmed Issue 435: CIA-6873 Claims billing CPT 81025 is denying procedure inappropriate for provider specialty in error.	Medicaid & MyCare	04/25/24	84-Ohio Department of Mental Health (Community Mental Health) Provider; 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix completed on 05/16/24.	The majority of claim adjustments were completed between 06/02/24 - 06/14/24. We estimate the remaining claim adjustments to be completed between 06/15/24 - 07/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 436: CIA-6889 Claims billing CPT codes 93298 and 93297 with modifiers "26" or "TC" are denying for invalid modifier in error.	Medicaid & MyCare	05/02/24	20-Physician/Osteopath, Individual; 01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 24-Physician Assistant	System fix completed on 05/17/24.	Claim adjustments are in process and estimated to be completed between 07/01/24 - 07/31/24.	Fix is complete and claim adjustments are in process
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 in process and estimated to be completed by 07/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 08/15/24 - 09/15/24.	Fix in process

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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	Due to the complexity of the issue, additional time is needed for the system fix. We estimate this to be completed by 08/15/24. Manual work-around continues to be in place while fix is in process.	Manual work-around in place as of 05/09/24. Claim recoupment project will be submitted with 60 days of system fix implementation. Due to the additional time required for the system fix, we estimate recoupments to be completed between 10/01/24 - 10/31/24.	Fix 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 in process and estimated to be completed by 07/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 08/15/24 - 09/15/24.	Fix 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	System fix in process and estimated to be completed by 08/15/24.	Manual work-around in place as of 05/16/24. We are identifying impacted claims for an initial round of adjustments and estimate them to be completed between 08/01/24 - 08/31/24.	Fix in process

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Confirmed Issue 442: CIA-6899 Chiropractor claims billing only E & M services without modifier 25 are denying for frequency edits in error.	Medicaid & MyCare	05/06/24	27-Chiropractor, Individual	System fix in process and estimated to be completed by 08/15/24.	We are identifying impacted claims for an initial round of adjustments and estimate them to be completed between 08/01/24 - 08/31/24.	Fix in process
Confirmed Issue 443: CIA-6974 Outpatient hospital claims billing modifier 25 are denying for incorrect use of modifier for procedure per CMS/CPT/Plan Guidelines in error.	Medicaid & MyCare	3/29/2024	01-Hospital (Outpatient)	While the issue was identified by a third party vendor on 03/29/24, Buckeye was first notified of this issue on 05/29/24. The system fix was completed on 03/29/24.	Claim adjustments are currently in process and estimated to be completed between 07/01/24 - 07/31/24.	Fix is complete and claim adjustments are in process
Potential 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.	Medicaid & MyCare	06/05/24	01-Hospital (Outpatient); 80-Independent Laboratory; 59-End-Stage Renal Disease (Dialysis) Clinic	System fix in process and estimated to be completed by 08/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 09/15/24 - 10/15/24.	Fix in process
Confirmed Issue 445: CIA-7018 A portion of physician assistant claims are denying for missing/invalid modifier in error.	Medicaid	06/11/24	24-Physician Assistant	System fix in process and estimated to be completed by 07/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 08/15/24 - 09/15/24.	Fix in process