



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: March 15th, 2025

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.	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 - 03/15/25. We estimate remaining fallout claim adjustments to be completed between 03/15/25 - 04/15/25.	Fix is complete and claim adjustments are in process.

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<p>Confirmed Issue 434: CIA-6862 MyCare Medicaid claims billing part B therapy in nursing facility setting are pricing at incorrect rates.</p>	<p>MyCare</p>	<p>04/23/24</p>	<p>86-Nursing Facility</p>	<p>System fix completed on 05/01/24.</p>	<p>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 - 03/15/25. We estimate remaining adjustments to be completed between 03/15/25 - 04/15/25.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Updated Description: 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. Also, VFC participating providers are being paid for VFC-eligible vaccines in error.</p>	<p>Medicaid</p>	<p>08/09/24</p>	<p>20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group</p>	<p>System fix completed on 10/14/24.</p>	<p>Due to the notification period required for certain providers' contracts, we estimate recoupments to be completed between 04/15/25 - 05/15/25.</p>	<p>Fix is complete and claim adjustments are in process.</p>

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Confirmed Issue 471: CIA-7548 Claims billing CPT 81513 and 87481 are denying for not being reimbursable per plan in error.	Medicaid	11/18/2024	01-Hospital (Outpatient); 80-Independent Laboratory; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 50-Clinic	The system fix will require additional time, we estimate this to be complete by 05/15/25.	Manual work-around in place as of 12/02/24. Due to the additional time required for the system fix, we estimate adjustments to be completed between 06/15/25 - 07/15/25. The manual work-around continues to be in place while the system fix is in process.	Fix in process.
Updated Description: Confirmed Issue 472: CIA-7564 Claims billing CPT 76801 and 76856 are underpaying in error.	Medicaid	12/10/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group; 01-Hospital (Outpatient)	It was communicated to the Health Plan on 01/23/25 that the system fix was completed by our Payment Integrity vendor on 01/09/25.	Claim adjustments were completed between 02/14/25 - 02/15/25. This issue is resolved and will be removed from the April, 2025 submission.	Resolved

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Confirmed Issue 473: CIA-7640 Acupuncture services are denying in error when under the 30 visit threshold.	Medicaid & MyCare	12/20/24	23-Acupuncturist	The system fix was completed on 02/11/25.	Impacted claims were adjusted between 02/27/25 - 03/10/25. This issue is resolved and will be removed from the April, 2025 submission.	Resolved
Confirmed Issue 475: CIA-7696 Claims billing CPT code G0108 or G0109 are underpaying in error.	Medicaid	01/10/25	07-Dietitian; 20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group; 01-Hospital (Outpatient)	The system fix was completed on 02/11/25.	Claim adjustments were partially completed between 01/28/25 - 03/14/25. The remaining fallout claims are estimated to be completed between 03/15/25 - 04/15/25.	Fix is complete and claim adjustments are in process.
Confirmed Issue 478: CIA-7717 Claims billing for preventive pediatric services are denying for needing primary EOP in error when the member has active other primary coverage.	Medicaid	02/04/2025	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 01-Hospital (Outpatient); 24-Physician Assistant; 50-Clinic; 65-Clinical Nurse Specialist, Individual	System fix in process and estimated to be complete by 05/01/25.	Manual work-around in place as of 02/06/25. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/01/25 - 06/30/25.	Fix in process.

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Confirmed Issue 479: CIA-7816 Claims billing CPT 63685 are denying for inappropriate code billed in error.	Medicaid	02/21/25	20-Physician/Osteopath	System fix completed on 03/13/25.	Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 04/15/25 - 05/15/25.	Fix is complete and claim adjustments are in process.
Confirmed Issue 480: CIA-7736 Private Room Nursing Facility claims are not processing as primary in error.	MyCare	02/27/25	86-Nursing Facility	System fix in process and estimated to be complete by 05/01/25.	Manual work-around in place as of 02/27/25. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/01/25 - 07/01/25.	Fix in process.
Confirmed Issue 481: CIA-7770 Outpatient hospital claims are denying CPT G0447 as non-covered in error.	Medicaid	03/04/25	01-Hospital (Outpatient)	System fix in process and estimated to be complete by 04/15/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/25 - 06/15/25.	Fix in process.

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<p>Confirmed Issue 482: CIA-7753 A limited number of buy and bill claims billing for administration service are not paying appropriately.</p>	<p>Medicaid & MyCare</p>	<p>03/07/25</p>	<p>20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant</p>	<p>System fix in process and estimated to be complete by 05/15/25.</p>	<p>Manual work-around in place as of 03/10/25. Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/25 - 07/15/25.</p>	<p>Fix in process.</p>
<p>Confirmed Issue 483: CIA-7907 MyCare Medicare skilled nursing facility claims are under- and over-paying in error</p>	<p>MyCare</p>	<p>02/19/25</p>	<p>86-Nursing Facility</p>	<p>System fix completed on 03/10/25.</p>	<p>Impacted claims are being identified for adjustment. We estimate adjustments to be completed between 05/15/25 - 06/15/25.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Confirmed Issue 484: CIA-7870 Claims billing CPT A4239 are denying for benefit limit for services without an authorization has been met in error.</p>	<p>Medicaid & MyCare</p>	<p>03/12/25</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>System fix in process and estimated to be complete by 04/15/25.</p>	<p>Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 05/15/25 - 06/15/25.</p>	<p>Fix in process.</p>

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Confirmed Issue 485: CIA-7918 Claims billing CPT 99459 are denying for add-on code cannot be billed without primary code in error.	Medicaid	03/11/25	72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual; 71-Nurse Midwife Individual; 24-Physician Assistant	System fix in process and estimated to be complete by 05/15/25.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 06/15/25 - 07/15/25.	Fix in process.