



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: October 15th, 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.	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 - 10/15/24. We estimate remaining claim adjustments to be completed between 11/01/24 - 11/30/24.	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 completed between 07/16/24 - 10/02/24. Adjustments spanned over 30 days due to identification and remediation of fallout claims. This issue is resolved and will be removed from the November 2024 submission.	Resolved
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	System fix completed on 08/16/24.	Claim adjustments were completed between 09/16/24 - 10/11/24. This issue is resolved and will be removed from the November 2024 submission.	Resolved

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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. Claim adjustments are in process and estimated to be completed between 11/15/24 - 12/15/24 due to the contractual notification period required for all recoveries.	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 11/15/24 - 12/15/24 due to the contractual notification period required for all recoveries.	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 - 10/15/24. We estimate remaining claims to be adjusted between 11/01/24 - 11/30/24.	Fix is complete and claim adjustments are in process

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<p>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.</p>	<p>Medicaid</p>	<p>05/07/24</p>	<p>44-Hospice</p>	<p>System fix completed on 08/06/24.</p>	<p>Claim payment adjustments were completed between 09/26/24 - 09/27/24. Claim overpayment recoupments are estimated to be completed between 12/30/24 - 01/30/25 due to required notification periods associated with providers' contracts.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 438: CIA-6643 Nursing Facility claims billing revenue codes 160 and/or 169 for non-waiver members are paying in error.</p>	<p>MyCare</p>	<p>05/03/24</p>	<p>86-Nursing Facility</p>	<p>System fix completed on 07/05/24.</p>	<p>Manual work-around in place as of 05/09/24. Impacted claim recoveries are currently in process. Due to contractual notification period required for all recoupments, we estimate this to be completed between 11/01/24-11/30/24.</p>	<p>Fix is complete and claim adjustments are in process</p>

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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 completed on 09/19/24.	Manual work-around in place as of 05/16/24. Claim adjustments were partially completed between 08/20/24 - 09/13/24. A second round of adjustments is 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 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 completed on 06/28/24.	Claim adjustments were completed between 07/15/24 - 09/16/24. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the November 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	System fix completed on 08/23/24.	Claim adjustments were partially completed on 08/29/24. The remaining claim adjustments were completed between 09/30/24 - 10/01/24. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the November 2024 submission.	Resolved

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<p>Confirmed Issue 451: CIA-7111 Some obstetrical anesthesia claims are underpaying for dates of service on or after 01/01/24.</p>	<p>Medicaid</p>	<p>07/15/24</p>	<p>20-Physician/Osteopath, Individual; 73-Certified Registered Nurse Anesthetist (CRNA), Individual; 68-Anesthesia Assistant, Individual</p>	<p>System fix completed on 10/11/24.</p>	<p>Impacted claims are currently being identified. We estimate adjustments to be completed between 11/15/24 - 12/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 454: CIA-7142 MyCare Inpatient Claims billing a single room and board line are overpaying in error.</p>	<p>MyCare</p>	<p>08/01/24</p>	<p>01-Hospital (Inpatient)</p>	<p>System fix complete on 08/13/24.</p>	<p>Claim overpayment adjustments are in process and estimated to be complete between 12/01/24 - 12/31/24 due to the notification requirement for all recoveries.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 455: CIA-7146 Non-covered denials in error for CPT codes 98960, 99053, A4520, A7046, G0296, L0637, L3916, L3933, and T4529.</p>	<p>Medicaid</p>	<p>08/06/24</p>	<p>20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 76-Durable Medical Equipment Supplier; 21-Professional Medical Group; 01-Hospital (Outpatient);</p>	<p>System fix completed on 09/15/24.</p>	<p>Claim adjustments were completed between 09/17/24 - 10/08/24. This issue is resolved and will be removed from the November 2024 submission.</p>	<p>Resolved</p>

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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 completed on 09/04/24.	Claim adjustments were completed between 09/16/24 - 09/30/24. This issue is resolved and will be removed from the November 2024 submission.	Resolved
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.	Medicaid	08/09/24	20-Physician/Osteopath, Individual; 72-Nurse Practitioner, Individual; 24-Physician Assistant; 21-Professional Medical Group	System fix completed on 10/14/24.	Impacted claims are currently being identified. We estimate payment adjustments to be completed between 12/15/24 - 01/15/25 and overpayment recoupments to be completed between 01/15/25 - 02/15/25 to allow for recovery notification period.	Fix is complete and claim adjustments are in process
Confirmed 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 completed on 08/22/24.	Claim adjustments were partially completed between 10/01/24 - 10/15/24. We estimate remaining adjustments 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 459: CIA-7206 Claims billing provider administered pharmaceutical services which were newly effective as of 04/01/24 are denying EXcL (DENY:NO ACTION NEEDED - WILL BE REPROCESSED AFTER STATE REVIEWS NEW CODE) in error.	Medicaid & MyCare	08/15/24	01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual; 24-Physician Assistant; 36-Podiatrist, Individual; 43-Audiologist, Individual	System fix completed on 08/14/24.	Claim adjustments were partially completed between 09/03/24 - 10/08/24. Adjustments spanned over 30 days due to the identification and remediation of fallout claims. This issue is resolved and will be removed from the November 2024 submission.	Resolved
Confirmed Issue 460: CIA-7211 Telehealth services are denying for modifier invalid for procedure (when billed with "U" modifier)	Medicaid	09/09/24	20-Physician/Osteopath, Individual; 24-Physician Assistant	System fix completed on 10/10/24.	Impacted claims are currently being identified. We estimate adjustments to be completed between 11/15/24 - 12/15/24.	Fix is complete and claim adjustments are in process
Confirmed Issue 461: CIA-7227 Claims billing DME CPT codes A4253 - A6402 are denying for unbundling in error.	Medicaid	08/16/24	76-Durable Medical Equipment Supplier	System fix completed on 08/17/24.	Claim adjustments were completed between 09/16/24 - 10/09/24. This issue is resolved and will be removed from the November 2024 submission.	Resolved

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<p>Confirmed Issue 463: CIA-7253 A small number of procedure codes from the Appendix DD Non-Institutional Fee Schedule have rate discrepancies.</p>	<p>Medicaid & MyCare</p>	<p>09/04/24</p>	<p>27-Chiropractor, Individual; 01-Hospital (Outpatient); 72-Nurse Practitioner, Individual; 20-Physician/Osteopath, Individual; 24-Physician Assistant</p>	<p>System fix completed on 09/11/24.</p>	<p>The majority of claim adjustments occurred between 09/17/24 - 10/15/24. We estimate remaining fallout claims 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 464: CIA-7289 A limited quantity of inpatient psych hospital claims are paying for unapproved days in error.</p>	<p>Medicaid</p>	<p>09/06/24</p>	<p>02-Psychiatric Hospital</p>	<p>System fix completed on 09/06/24.</p>	<p>Claim recoupments are in process and estimated to be completed between 12/15/24 - 01/15/25 due to contractual notification period for all recoveries.</p>	<p>Fix is complete and claim adjustments are in process</p>
<p>Confirmed Issue 465: CIA-7362 MyCare claims billing CPT G0480 - G0483 in place of service codes 11, 20, 49, 50, 72, and 81, are bypassing Medicare processing in error.</p>	<p>MyCare</p>	<p>09/30/24</p>	<p>80-Independent Laboratory; 20-Physician/Osteopath, Individual; 24-Physician Assistant</p>	<p>System fix in process and estimated to be complete by 11/15/24.</p>	<p>Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 01/01/25 - 01/31/25.</p>	<p>Fix in process</p>
<p>Confirmed Issue 466: CIA-7383 Certain claims are denying for missing ordering, referring, prescribing NPI in error.</p>	<p>Medicaid & MyCare</p>	<p>10/04/24</p>	<p>00-All provider types</p>	<p>System fix completed on 10/09/24.</p>	<p>Impacted claims are currently being identified. We estimate adjustments to be completed between 11/15/24 - 12/15/24.</p>	<p>Fix is complete and claim adjustments are in process</p>

<p>Confirmed Issue 467: CIA-7405 Claims billing CPT A4239 for 2023 dates of service are denying as non-covered in error.</p>	<p>Medicaid & MyCare</p>	<p>10/11/2024</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>System fix in process and estimated to be complete by 11/15/24.</p>	<p>Claim adjustment project will be submitted within 60 days of system fix implementation. We estimate adjustments to be completed between 12/15/24 - 01/15/25.</p>	<p>Fix in process</p>
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