



UPDATES OF REPORTED CLAIMS PAYMENT SYSTEMIC ERRORS

Updated: September 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.	<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 - 09/15/24. We estimate remaining claim adjustments to be completed between 09/15/24 - 10/15/24. 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 - 09/15/24. We estimate remaining claims to be adjusted between 09/15/24 - 10/15/24.	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	System fix completed on 08/16/24.	Claim adjustments are in process and estimated to be completed between 10/01/24 - 11/01/24.	Fix is complete and claim adjustments are in process.

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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 10/15/24 - 11/15/24.	Fix is complete and claim adjustments are in process.
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. No additional claim adjustments were required. This issue is resolved and will be removed from the October 2024 submission.	Resolved
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 433. 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.

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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 - 09/15/24. We estimate remaining fallout claims to be adjusted between 09/15/24 - 10/15/24. Overpayment recoveries are estimated to be completed between 10/15/24 - 11/15/24.	Fix is complete and claim adjustments are in process.
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.	Claim payment adjustments are in process and estimated to be completed between 09/15/24 - 10/15/24. Claim overpayments are in process and estimated to be completed between 11/15/24 - 12/15/24 due to notification period required for all recoveries.	Fix is complete and claim adjustments are 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	System fix completed on 07/05/24.	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.	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 were completed between 08/15/24 - 09/10/24. This issue is resolved and will be removed from the October 2024 submission.	Resolved
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	We estimate the system fix to be completed by 10/01/24.	Manual work-around in place as of 05/16/24. Claim adjustments were partially completed between 08/20/24 - 09/13/24. We estimate the remaining initial claim adjustments to be completed between 09/16/24 - 10/01/24. Once the system fix is in production, a second round of adjustments are estimated to be completed between 10/15/24 - 11/15/24, if needed.	Fix and claim adjustments are 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 completed on 09/05/24.	The initial round of claim adjustments were completed between 07/22/24 - 07/28/24. No additional claim adjustments were needed after the system fix was completed. This issue is resolved and will be removed from the October 2024 submission.	Resolved
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.	The majority of the claim adjustments were completed between 07/15/24 - 09/15/24. A small number of claim adjustments remain and are expected to be completed between 09/15/24 - 10/01/24.	Fix is complete and claim adjustments are in process.
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. We are currently identifying additional impacted claims and estimate them to be completed between 10/01/24 - 10/31/24.	Fix is complete and claim adjustments are in process.
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 were completed between 08/22/24 - 08/29/24. This issue is resolved and will be removed from the October 2024 submission.	Resolved

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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 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 were completed between 08/15/24 - 09/05/24. This issue is resolved and will be removed from the October 2024 submission.	Resolved
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.	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.	Fix is complete and claim adjustments are in process.

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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 adjustments are in process and estimated to be completed between 10/15/24 - 11/15/24.	Fix in process
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 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 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	Additional time is needed for the system fix. We estimate the system fix to be completed on 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

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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 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 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 - 09/15/24. We estimate the remaining fallout claims to be adjusted between 09/15/24 - 10/15/24.	Fix is complete and claim adjustments are in process.
Potential 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 in process and estimated to be complete by 11/15/24.	Claim adjustment project will be submitted with 60 days of system fix implementation. We estimate adjustments to be completed between 12/15/24 - 01/15/25.	Fix in process

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<p>Confirmed Issue 461: CIA-7227 Claims billing DME CPT codes A4253 - A6402 are denying for unbundling in error.</p>	<p>Medicaid</p>	<p>08/16/24</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>System fix completed on 08/17/24.</p>	<p>Claim adjustments are in process and estimated to be completed between 10/01/24 - 10/31/24.</p>	<p>Fix is complete and claim adjustments are in process.</p>
<p>Confirmed Issue 462: CIA-7214 Multiple overlapping Medicare records sent on the 834 are causing claims to apply incorrect coordination of benefits errors.</p>	<p>MyCare</p>	<p>08/20/24</p>	<p>00-All provider types</p>	<p>System fix will originate from ODM on the 834. Until corrected, Buckeye Health Plan will manually update the members' Medicare records to appropriately reflect the correct eligibility. The members' statuses are being manually updated as the discrepant records are being found. This process has been in place since issue was identified on 08/20/24.</p>	<p>Impacted claims are being adjusted as members' discrepant records are updated; adjustments have been in place since 08/20/24. While this process will continue to occur until the originating issue has been fixed, this issue will be removed from the October 2024 CPSE submission.</p>	<p>Resolved</p>

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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>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 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 adjustments are in process and estimated to be completed between 10/01/24 - 10/31/24.</p>	<p>Fix is complete and claim adjustments are in process.</p>