



April 2023 Claims Payment Systemic Error Report

Listed below are current Claims Payment Systemic Errors (CPSE). The issues are reported in descending order. This log is updated monthly. AmeriHealth Caritas Ohio encourages you to review this log often and prior to contacting AmeriHealth Caritas Ohio Provider Services center. If you still have questions, please call [1-833-644-6001](tel:1-833-644-6001).

Unique ID and Description of CPSE	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
ACOH CPSE Issue 1: Incorrect payment is being made based on the multiple specialties of paraprofessionals.	02/06/23	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 5/8/2023.	Impacted claims were adjusted between 2/13/23 and 3/10/2023. Manual workaround started 2/6/23, claims are being manually adjudicated prior to release. 60 days are required to fully implement and test the changes being made to claims system to ensure they are working as intended. Automation will be completed on 5/8/2023.	In Process
ACOH CPSE Issue 2: Claims are receiving erroneous denials due to incorrect ORP logic.	02/24/23	01-Hospital (IP & OP), 20-Physician/osteopath, individual, 37-Licensed Independent Social Worker (LISW), 72-Nurse Practitioner Individual, 80-Independent Laboratory, 95-ODADAS Certified/Licensed (SUD) Treatment Program, 76-Durable Medical Equipment Supplier	Fix was completed on 3/9/2023.	Adjustments were completed on 4/3/2023. This issue is resolved and will be removed from the May 2023 submission.	Completed
ACOH CPSE Issue 3: Lessor of logic incorrectly applied for Hospital and ASC services where it does not apply.	03/08/23	01-Hospital (Outpatient), 46-Ambulatory Surgery Center	Fix was completed on 3/16/23.	Adjustments were completed on 03/24/2023. This issue is resolved and will be removed from the May 2023 submission.	Completed
ACOH CPSE Issue 4: Procedure code 90460 denying inappropriately when multiple vaccines billed on the same claim.	03/17/23	20-Physician/osteopath, individual	Fix was completed on 3/27/2023.	Adjustments were complete on 3/31/2023. This issue is resolved and will be removed from the May 2023 submission.	Completed

ACOH CPSE Issue 5: Some Radiology services are erroneously denying for provider specialty.	3/17/2023	20-Physician/osteopath, individual	Estimated date of completion is 5/17/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process
ACOH Potential CPSE Issue 6: Erroneous COB Denials.	03/20/23	20-Physician/osteopath, individual	Estimated date of completion is 5/20/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process
ACOH CPSE Issue 7: Radiology service claims with modifier 26 denying for "no authorization" in error.	03/23/23	21-Professional Medical Group	Fix was completed on 4/3/2023.	Adjustments were completed on 4/5/2023. This issue is resolved and will be removed from the May 2023 submission.	In Process
ACOH CPSE Issue 8: Behavioral health agreement configuration omitted some lab codes, causing incorrect denials.	03/23/23	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix was completed on 4/11/2023	Adjustments will be completed by 5/11/2023.	In Process
ACOH CPSE Issue 9: Dual licensed behavioral health provider claims were paying at incorrect rate.	03/27/23	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 5/27/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process
ACOH CPSE Issue 10: Claim denied for missing delivery diagnosis code in error because it was not in primary position.	03/28/23	71-Nurse Midwife Individual 20-Physician/osteopath, individual	Estimated date of completion is 5/28/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process
ACOH Potential CPSE Issue 11: Some Claims are denying in error due to incorrect NPI Crosswalk.	03/29/23	76-Durable Medical Equipment Supplier	Estimated date of completion is 5/29/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process
ACOH CPSE Issue 12: COB is not coordinating correctly for some claims.	03/30/23	39-Physical Therapist, Individual 72-Nurse Practitioner Individual 01-Hospital (IP & OP) 20-Physician/osteopath, individual 36-Podiatrist Individual 37-Licensed Independent Social Worker (LISW)	Estimated date of completion is 5/30/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process

		54-Licensed Independent Chemical Dependency Counselor 76-Durable Medical Equipment Supplier 79-Independent Diagnostic Testing Facility 80-Independent Lab 81-Portable X-Ray Supplier 82-Ambulance 86-Nursing Facility			
ACOH CPSE Issue 13: Some claims are denying incorrectly for missing EOB.	04/06/23	37-Licensed Independent Social Worker (LISW)	Estimated date of completion is 06/06/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process
ACOH Potential CPSE Issue 14: Anesthesia units being reduced incorrectly on some claims causing underpayments.	04/06/23	20-Physician/osteopath, individual	Estimated date of completion is 06/06/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process
ACOH CPSE Issue 15: Claims for 92340 incorrectly denying with reason: "The service has exceeded the allowed amount based of service rule definition and service-related parameters."	04/11/23	35-Optometrist Individual	Estimated date of completion is 06/11/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process
ACOH CPSE Issue 16: Anesthesia claims denying in error for "correct modifier needed"	04/12/23	20-Physician/osteopath, individual 68-Anesthesia Assistant Individual	Estimated date of completion is 06/12/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process
ACOH CPSE Issue 17: Emergent transportation claims denying for no authorization in error.	04/12/23	82-Ambulance	Estimated date of completion is 06/12/2023.	Adjustments will be completed within 30 days of fix implementation.	In Process

*Last edited 4/17/2023.