



**November 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
<p>ACOH CPSE Issue 1: Incorrect payment is being made based on the multiple specialties of paraprofessionals.</p>	<p>02/06/23</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Fix completed on 5/8/2023.</p>	<p>Previously reported: 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.</p> <p>5/15/23 Update: Automation was completed on 5/8/23 however, claim fallout from the manual process was identified due to volume of claims received. Both overpayments and denials were identified so TAT reflects additional time for provider notification. We estimate adjustments will be completed between 5/15/2023 and 8/15/2023 given impacted claim volume.</p> <p>7/15/2023 Update: Correct reprocessing of the claims is impacted by resolution of CPSE 47. The reprocessing involves both payments and recoveries with a letter period. Due to volume and above factors estimated to be completed by 10/1/2023.</p> <p>10/15/2023 Update: Correct reprocessing of the claims is impacted by resolution of CPSE 47. The reprocessing involves both payments and recoveries with a letter period. Due to volume</p>	<p>In Progress</p>

				and above factors estimated to be completed by 11/30/2023.	
ACOH CPSE Issue 5: Some Radiology services are erroneously denying for provider specialty.	3/17/2023	20-Physician/osteopath, individual	Fix completed 8/15/2023.	Estimated completion date of adjustments was 11/15/2023, but completed on 10/20/2023. This is now resolved and will be removed from the December Report.	Complete
ACOH Confirmed CPSE Issue 11: Some Claims are denying or overpaying in error due to incorrect NPI Crosswalk. 6/15/2023: Updated to reflect this issue impact all provider types. 7/17/2023: Updated description to reflect that this issue results in denials and overpayments.	03/29/23	00-All provider types	Previously we estimated date of completion was 5/29/23. Configuration efforts are ongoing. Previous estimated date of fix was 7/10/23. Fix completed on 7/12/2023.	10/4/2023 Update: Adjustments include payments and recoveries. Estimated date of completion was 10/10/2023, however significant manual review is required for impacted claim validation. This must be completed before projects can begin. Due to claim volume and complexity, new estimated completion date is 11/30/2023.	In Progress

<p>ACOH CPSE Issue 22: Some claims for H0006, H0036, H2017, and H2019 are paying at beyond unit limits maximums.</p>	<p>4/24/2023</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Previous fix estimated to be completed on 8/15/2023, however addition time needed for resolution. Current estimated completion is 10/01/2023.</p> <p>10/15/2023 Update: Previous fix date was 10/1/2023, however additional configuration is required. Estimated completion is 10/24/2023.</p> <p>11/15/2023 Update: We previously estimated fix to be completed by 10/24/2023. Fix completed on 10/19/2023.</p>	<p>Adjustments include payments and recoveries with a letter period, and some manual processing will be involved. Due to volume and above factors, adjustments estimated to be completed by 2/19/2023.</p>	<p>In Progress</p>
<p>ACOH CPSE Issue 29: No EOB was received but system is populating erroneous "type of coverage" data causing some claims to pay as primary incorrectly. 6/15/2023 update: Updated issue number as '26' skipped in error.</p>	<p>5/4/2023</p>	<p>00-All provider types</p>	<p>Fix completed on 5/17/2023.</p>	<p>Adjustments previously estimated to be completed by 8/17/2023.</p> <p>8/15/23 Update: 2 Adjustment projects initiated 6/21/2023 and will complete between 8/21/2023 and 9/21/2023. However additional projects will be required, and due to volume and manual reprocessing we now estimate adjustments to be completed by 11/15/2023.</p> <p>10/15/2023 Update: Previous estimate was 11/15/23, however the reprocessing of these claims is dependent upon resolution of Issue 36. Due to that resolution time, volume, manual reprocessing, and enrollment file issues we now estimate 11/30/2023.</p>	<p>In Progress</p>
<p>ACOH <b>Potential</b> CPSE Issue 36: COB is not coordinating correctly for some claims due to system configuration needing updated.</p>	<p>6/1/2023</p>	<p>00-All provider types</p>	<p>Previous Estimated fix date was 10/15/23, however additional system configuration needed. Current</p>	<p>Adjustments estimated to be completed by 12/30/2023.</p>	<p>In Progress</p>

			estimated fix date is 11/30/2023.		
ACOH CPSE Issue 45: Inappropriate Labor and Delivery denials for authorization.	06/30/23	01-Hospital (IP & OP)	Previous estimated date of completion was 9/30/2023 but fix completed on 10/4/2023.	Adjustments completed on 11/11/2023. This is now resolved and will be removed from the December report.	Complete
ACOH CPSE 47: Provider data errors due to system errors tracking specialties and claims system mismatch with PMF file data causing incorrect payments and denials.	07/11/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix estimate was 10/20/23, additional time for resolution is needed. Current fix date estimate is 12/15/2023.	Adjustments include both payments and recoveries with a letter period. Due to volume and above factors, estimated to be completed by 12/20/2023.	In Progress
ACOH CPSE 51: The following codes are erroneously denying as non-covered: 90644, 90743, 90750, H0045, J0131, J0604, J0850, J1460, J1560, J1741, J3380, J7180, J7315, J7318, J7502, J9295, Q2039, Q4124, Q4126, Q4127, Q4128, Q4170, Q4171, Q4173, Q4174, Q4175, Q9957, Q9958, S5101, S5102, S5160, S5161, S5165, S5170, T2029, 90644, 90743, 90750, H0045, J0131, J0604, J0850, J1460, J1560, J1741, J3380, J7180, J7315, J7318, J7502, J9295, Q2039, Q4124, Q4126, Q4127, Q4128, Q4170, Q4171, Q4173, Q4174, Q4175, Q9957, Q9958,	07/18/23	00-All provider types	Previous date of completion was 10/18/2023, however multiple work requests were needed for configuration. Current estimated fix date is 11/18/2023.	Adjustments estimated to be completed by 12/18/2023.	In Progress

S5101, S5102, S5160, S5161, S5165, S5170, and T2029.					
ACOH CPSE 52: CCA rates configured incorrectly causing some hospital provider underpayments.	08/16/23	01-Hospital (IP & OP)	Fix completed on 10/11/2023.	Adjustments completed on 11/1/2023. This is now resolved and will be removed from the December report.	Complete
ACOH <b>Potential</b> CPSE 53: Hospice claims for T2042 are being overpaid.	08/16/23	44-Hospice	Previous fix date was 11/16/2023, however additional research and configuration is required and new completion date is 12/16/2023.	Adjustments estimated to be completed by 1/16/2024.	In Progress
ACOH <b>Potential</b> CPSE 54: Out of network Skilled nursing claims paying without prior authorization incorrectly.	08/18/23	86-Nursing Facility	Fix completed on 8/23/23.	Adjustments were estimated to be completed by 11/18/2023 but additional time needed to process recoveries due to required notification periods. Current estimate of completion is 12/18/2023.	In Progress
ACOH <b>Potential</b> CPSE 55: erroneous denials for invalid place of service for several DME codes.	08/24/13	76-Durable Medical Equipment Supplier	Estimated date of completion was 10/29/2023 but fix completed on 11/3/23.	Adjustments estimated to be completed by 12/29/2023 due to claim volume.	In Progress
ACOH <b>Potential</b> CPSE 56: Claims for revenue code 761 sometime paying	08/28/23	01-Hospital (IP & OP)	Fix completed on 9/8/2023.	Adjustments estimated to be completed by 11/28/2023.	In Progress

without required authorization.					
ACOH <b>Potential</b> CPSE 58: Prior authorization lookup tool data mismatch resulting in incorrect processing of claims.	09/07/23	00-All provider types	Estimated date of completion was 11/7/2023, but configuration is ongoing. Current estimated completion date is 12/19.	Adjustments estimated to be completed by 02/19/2023 due to claim volume.	In Progress
ACOH CPSE 59: Claims for H2034 and H2036 being processed incorrectly causing potentially incorrect denials and/or payments.	09/07/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program 47-Professional Clinical Counselor 54-Licensed Independent Chemical Dependency Counselor 20-Physician/osteopath, individual 21-Professional Medical Group 37-Licensed Independent Social Worker (LISW) 65-Clinical Nurse Specialist Individual	Estimated date of completion was 11/7/2023 but it was determined that this was caused by a manual processing error. As of 10/25/23 processor education providers and training published.	Adjustments were completed on 10/31/2023. This is now resolved and will be removed from the December report.	Complete
ACOH <b>Potential</b> CPSE 60: Some notice of pregnancy claims are denying for no auth in error.	09/18/23	00-All provider types	Estimated date of completion is 11/18/2023.	Adjustments estimated to be completed by 12/18/2023.	In Progress
ACOH <b>Potential</b> CPSE 61: Some Air Ambulance claims denying for no authorization incorrectly.	09/18/23	82-Ambulance	Estimated date of completion is 11/18/2023.	Adjustments estimated to be completed by 12/18/2023.	In Progress
ACOH <b>Potential</b> CPSE 62: PTP edits causing inappropriate denials.	09/20/23	00-All provider types	Fix was completed 10/29/2023.	Adjustments estimated to be completed by 1/24/2024 because proper processing requires the resolution of issue 1877 before adjustments can begin.	In Progress

ACOH CPSE 63: Claims incorrectly paying in place of service 09.	09/22/23	20-Physician/osteopath, individual	Estimated date of completion was 11/22/2023 but completed on 10/27/2023.	Adjustments include recovery projects and due to required letter period and processing is estimated to be completed by 1/10/2024.	In Progress
ACOH <b>Potential</b> CPSE 64: Y2032 paying without RR modifier incorrectly. 11/15/2023 Update: This was found to only impact 1 provider. It will be removed from the December report.	09/26/23	76-Durable Medical Equipment Supplier	Estimated date of completion was 11/26/2023 but completed on 10/20/2023.	11/15/2023 Update: this was found to only impact 1 provider. The impacted claims will be adjusted. As this does not meet reporting threshold, it will be removed from the December report.	Complete
ACOH CPSE 65: ER services denying for ORP	09/27/23	00-All provider types	Estimated date of completion was 11/27/2023, but during the course of review additional configuration updates were identified. Current estimated fix date is 12/27/2023.	An interim workaround is in place to remediate claims prior to adjudication while we work towards automated fix. Once the fix completes, adjustments estimated to be completed by 1/27/2024.	In Progress
ACOH CPSE 66: Behavioral Health Diagnosis code issue causing incorrect denials.	09/28/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion was 11/27/2023, but completed on 10/23/2023.	Adjustments completed on 11/14/2023. This is now resolved and will be removed from the December report.	Complete
ACOH <b>Potential</b> CPSE 67: Corrected claims are intermittently going out with original denials instead of being appropriately recalled.	10/04/23	00-All provider types	Estimated date of completion is 12/04/2023 due to research needed.	Adjustments estimated to be completed by 01/04/2024.	In Progress
ACOH CPSE 68: Some claims for circumcision codes are denying for no auth in error.	10/11/23	01-Hospital (IP & OP) 20-Physician/osteopath, individual	Estimated date of completion is 12/11/2023 due to research needed.	Adjustments estimated to be completed by 01/11/2024.	In Progress
ACOH <b>Potential</b> CPSE 69: Claims Edit system incorrectly denying emergency claims for invalid diagnosis.	10/12/23	82-Ambulance	Estimated date of completion is 12/12/2023 due to research needed.	An interim workaround is in place to remediate claims prior to adjudication while we work towards automated fix. Once the fix completes, any fallout adjustments estimated to be completed by 01/12/2024.	In Progress

ACOH <b>Potential</b> CPSE 70: BH coverage issue. TPL shows only BH policy as active	10/16/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 12/16/2023 due to research needed.	Adjustments estimated to be completed by 01/16/2024.	In Progress
ACOH <b>Potential</b> CPSE 71: Dental codes denying inappropriately when billed in a hospital setting.	10/18/23	01-Hospital (OP)	Estimated date of completion is 12/18/2023 due to research needed.	Adjustments estimated to be completed by 01/18/2024.	In Progress
ACOH <b>Potential</b> CPSE 72: Some By Report codes are denying for "Invoice required" and "itemized bill required" in error.	10/19/23	00-All provider types	Estimated date of completion is 12/19/2023 due to research needed.	Adjustments estimated to be completed by 01/19/2024.	In Progress
ACOH <b>Potential</b> CPSE 73: Non-par provider paying for E&M services with no auth on file	10/20/23	00-All provider types	Estimated date of completion is 12/20/2023 due to research needed.	Adjustments estimated to be completed by 01/20/2024.	In Progress
ACOH <b>Potential</b> CPSE 74: Incorrect denials for bundled services.	10/24/23	01-Hospital (IP & OP)	Estimated date of completion is 12/24/2023 due to research needed.	Adjustments estimated to be completed by 01/24/2024.	In Progress
ACOH <b>Potential</b> CPSE 75: Some non-par provider claims incorrectly paying for E&M services with no authorization on file.	10/27/23	20-Physician/osteopath, individual	Fix completed on 11/15/2023.	Adjustments estimated to be completed by 12/15/2023.	In Progress
ACOH CPSE 76: T2046 claims incorrectly denying for "Z54 - No allowable on fee schedule or contract".	11/03/23	44-Hospice	Estimated date of completion is 1/3/2024 due to research needed.	Adjustments estimated to be completed by 02/3/2024.	In Progress
ACOH CPSE 77: Erroneous T2003 denials for FQHC and RHC facility claims.	11/08/23	12-Federally Qualified Health Center 05-Rural Health Clinic	Estimated date of completion is 1/8/2024 due to research needed.	Adjustments estimated to be completed by 02/8/2024.	In Progress

\*Last edited 11/15/2023.