



March 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 Potential 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 for completion by 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. ETA of Automation is 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	The fix was completed on 3/9/2023.	ETA of adjustments is 4/9/23.	In Process
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	Estimated for completion by 3/24/2023.	ETA of adjustments is 4/24/2023.	In Process

*Last edited 3/14/2023.