



May 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	Fix was completed on 5/8/2023.	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. 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.	In Process
ACOH CPSE Issue 5: Some Radiology services are erroneously denying for provider specialty.	3/17/2023	20-Physician/osteopath, individual	Fix was completed on 4/24/2023.	Adjustments estimated to be completed by 5/24/23.	In Process

ACOH Confirmed CPSE Issue 6 : Erroneous COB denials due to EOBs mapping incorrectly and causing claims to pend or deny in error.	03/20/23	00-All provider types	Previous estimated date of completion is 5/20/2023. Updated estimate due to complexity of issue is 7/20/23.	Adjustments estimated to be completed by 8/20/23.	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 completed on 4/28/23. This is considered resolved and will be removed from the June report.	Completed
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	Fix was completed on 4/27/23.	Adjustments completed on 5/2/23. This is considered resolved and will be removed from the June report.	Completed
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	Fix was completed on 4/18/23.	Adjustments completed on 4/26/23. This is considered resolved and will be removed from the June report.	Completed
ACOH Confirmed 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 estimated to be completed by 6/29/23.	In Process

<p>ACOH CPSE Issue 12: COB is not coordinating correctly for some claims.</p>	<p>03/30/23</p>	<p>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) 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</p>	<p>Previously estimated date of completion was 5/30/2023. Analysis determined this was a manual processing error. Education has been provided to our claims examiners as of 5/11/2023.</p>	<p>Impacted claims include both overpayments and denials. The TAT reflects additional time for provider notification. We estimate adjustments will be completed between 5/15/2023 and 7/15/2023.</p>	<p>In Process</p>
<p>ACOH CPSE Issue 13: Some claims are denying incorrectly for missing EOB.</p>	<p>04/06/23</p>	<p>37-Licensed Independent Social Worker (LISW)</p>	<p>Previously estimated date of completion was 6/6/2023. Analysis determined this was a manual processing error. Education has been provided to our claims examiners as of 4/18/2023.</p>	<p>Adjustments completed on 4/29/23. This is considered resolved and will be removed from the June report.</p>	<p>Completed</p>
<p>ACOH Confirmed CPSE Issue 14: Anesthesia units being reduced incorrectly on some claims causing underpayments.</p>	<p>04/06/23</p>	<p>20-Physician/osteopath, individual</p>	<p>Fix was completed on 4/18/23.</p>	<p>Adjustments completed on 5/2/2023. This is considered resolved and will be removed from the June report.</p>	<p>Completed</p>

<p>ACOH CPSE Issue 15: Claims for 92340, 92341, and 92342 incorrectly denying with reason: "The service has exceeded the allowed amount based of service rule definition and service related parameters."</p> <p>5/15/23 Update: Prior reporting only listed 92340. Our research determined the root cause of this issue also impacts codes 92341, and 92342.</p>	04/11/23	35-Optometrist Individual	Estimated date of completion is 06/11/2023.	Adjustments estimated to be completed by 7/11/23.	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	Fix was completed on 4/25/23.	Adjustments completed on 5/1/2023. This is considered resolved and will be removed from the June report.	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 estimated to be completed by 7/12/23.	In Process
ACOH CPSE Issue 18: Incorrect denials for "POS missing or invalid for procedure code" for claims with POS 51, 99, 50, 72.	4/21/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 06/21/2023.	Adjustments estimated to be completed by 7/21/23.	In Process
ACOH CPSE Issue 19: claim lines for S5001 denied as a duplicate by system edits incorrectly despite different NDC codes being billed.	4/21/2023	01-Hospital (Outpatient) 20-Physician/osteopath, individual 72-Nurse Practitioner Individual	Estimated date of completion is 06/21/2023.	Adjustments estimated to be completed by 7/21/23.	In Process
ACOH CPSE Issue 20: Nursing facility claims denying for no authorization incorrectly.	4/21/2023	86-Nursing Facility	Estimated date of completion is 06/21/2023.	Adjustments estimated to be completed by 7/21/23.	In Process
ACOH CPSE Issue 21: Roll-up services paying instead of denying as a duplicate.	4/24/2023	01-Hospital (IP & OP)	Estimated date of completion is 06/24/2023.	Adjustments estimated to be completed by 7/24/23.	In Process

ACOH CPSE Issue 22: Some claims for H0006, H0036, H2017, and H2019 are paying at beyond unit limits maximums.	4/24/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 06/24/2023.	Adjustments estimated to be completed by 7/24/23.	In Process
ACOH CPSE Issue 23: Medically unlikely edit firing incorrectly causing denials.	4/24/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 06/24/2023.	Adjustments estimated to be completed by 7/24/23.	In Process
ACOH Potential CPSE Issue 24: Incorrect denial for fetal non-stress tests.	4/24/2023	01-Hospital (Outpatient) 20-Physician/osteopath, individual	Estimated date of completion is 06/24/2023.	Adjustments estimated to be completed by 7/24/23.	In Process
ACOH Potential CPSE Issue 25: Claims for J3380 denying as non-covered incorrectly.	4/26/2023	01-Hospital (Outpatient)	Estimated date of completion is 06/26/2023.	Adjustments estimated to be completed by 7/26/23.	In Process
ACOH CPSE Issue 27: Commercial coverage exclusions where we should pay as primary are denying for EOB incorrectly.	4/27/2023	00-All provider types	Estimated date of completion is 07/27/2023.	Adjustments estimated to be completed by 7/27/23.	In Process
ACOH Potential CPSE Issue 28: System paying some claims for ORP-only providers in error.	5/1/2023	00-All provider types	Estimated date of completion is 8/1/2023.	Adjustments estimated to be completed by 8/1/23.	In Process
ACOH Potential CPSE Issue 29: A2003,A9574,Y2032,Y9189, and Z0746 CPT codes are denying as "non-covered" in error.	5/1/2023	76-Durable Medical Equipment Supplier, 46-Ambulatory Surgery Center, 82-Ambulance, 38-Private Duty Non-Agency RN or LPN, 54-Licensed Independent Chemical Dependency Counselor, 30-Dentist, Individual , 70-Pharmacy, 24-Physician Assistant	Estimated date of completion is 7/1/2023.	Adjustments estimated to be completed by 8/1/23.	In Process

ACOH CPSE Issue 30: No EOB was received but system is populating erroneous "type of coverage" data causing some claims to pay as primary incorrectly.	5/4/2023	00-All provider types	Estimated date of completion is 8/4/2023.	Adjustments estimated to be completed by 8/4/23.	In Process
---	----------	-----------------------	---	--	------------

*Last edited 05/15/2023.