



June 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>In Process</p>
<p>ACOH CPSE Issue 5: Some Radiology services are erroneously denying for provider specialty.</p>	<p>3/17/2023</p>	<p>20-Physician/osteopath, individual</p>	<p>6/15/2023 Update: It was reported in May that the issue was resolved on 4/24/2023 incorrectly. This issue's resolution is still underway due to complexity of configuration. Estimated</p>	<p>Adjustments estimated to be completed by 10/15/23.</p>	<p>In Process</p>

			date of completion is 8/15/2023.		
<p>ACOH CPSE Issue 6 : Erroneous COB denials due to EOBs mapping incorrectly and causing claims to pend or deny in error. 6/15/2023 update: Our claims analysis determined this only impacted 3 providers and this is not a CPSE.</p>	03/20/23	00-All provider types	<p>Previous estimated date of completion is 5/20/2023. Fix completed on 6/9/2023.</p>	<p>Adjustments completed on 6/15/2023. This is now resolved and was found to only impact 2 providers. This will be removed from the July report.</p>	Completed
<p>ACOH Confirmed CPSE Issue 11: Some Claims are denying in error due to incorrect NPI Crosswalk. 6/15/2023: Updated to reflect this issue impact all provider types.</p>	03/29/23	00-All provider types	<p>Previously we estimated date of completion was 5/29/23. Configuration efforts are ongoing. Current estimated date of fix is 7/10/23.</p>	<p>Adjustments estimated to be completed by 10/10/2023 due to claim volume and complexity of identifying impacted claims.</p>	In Process

<p>ACOH CPSE Issue 12: COB is not coordinating correctly for some claims do to a manual processing error.</p> <p>6/15/2023 Update: We previously validated and reported that the issue impacting these claims was due to a manual processing error. The description has been updated to reflect that.</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-Independant 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>
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<p>ACOH CPSE Issue 15: Claims for 92340, 92341, 92342, 92002, 92004, 92012, 92014 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> <p>6/7/2023 Update: Further review determined the root cause impacted additional vision codes: 92002, 92004, 92012, 92014. Description updated to include them.</p>	04/11/23	35-Optometrist Individual	Previously estimated date of completion was 06/11/2023. Current estimated date of completion is 7/15/2023.	Adjustments estimated to be completed by 8/15/23.	In Process
<p>ACOH CPSE Issue 17: Emergent transportation claims denying for no authorization in error.</p>	04/12/23	82-Ambulance	Fix completed on 4/28/2023.	Adjustments completed on 5/21/2023. This is now resolved and will be removed from the July report.	In Process
<p>ACOH CPSE Issue 18: Incorrect denials for "POS missing or invalid for procedure code" for claims with POS 51, 99, 50, 72. 6/15/2023 Update: Added FQHC to the impacted provider types.</p>	4/21/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program, 12-Federally Qualified Health Center	Fix completed on 5/26/2023.	Adjustments completed on 6/14/2023. This is now resolved and will be removed from the July report.	Completed
<p>ACOH CPSE Issue 19: claim lines for S5001 denied as a duplicate by system edits incorrectly despite different NDC codes being billed.</p>	4/21/2023	01-Hospital (Outpatient) 20-Physician/osteopath, individual	Estimated date of completion is 06/21/2023.	Adjustments estimated to be completed by 7/21/23.	In Process

		72-Nurse Practitioner Individual			
ACOH CPSE Issue 20: Nursing facility claims denying for no authorization incorrectly.	4/21/2023	86-Nursing Facility	Fix completed on 6/5/2023.	Adjustments estimated to be completed by 7/5/23.	In Process
ACOH CPSE Issue 21: Roll-up services paying instead of denying as a duplicate.	4/24/2023	01-Hospital (IP & OP)	Fix completed on 5/31/2023.	Adjustments estimated to be completed by 6/30/23.	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	Fix completed on 5/4/23.	Adjustments completed on 05/19/2023. This is considered resolved and will be removed from the July report.	Completed
ACOH Potential CPSE Issue 24: Incorrect denial for fetal non-stress tests. 6/15/2023 Update: It was determined that this was not a CPSE and only affected a single provider.	4/24/2023	01-Hospital (Outpatient) 20-Physician/osteopath, individual	Fix completed on 5/4/2023.	Adjustments completed on 05/18/2023 for a single provider and claim. This is considered resolved and will be removed from the July report.	Completed
ACOH Potential CPSE Issue 25: Claims for J3380 denying as non-covered incorrectly. 6/15/2023 Update: upon further analysis it was determined this was not a CPSE but a provider billing error.	4/26/2023	01-Hospital (Outpatient)	Upon further analysis it was determined this was not a CPSE but a provider billing error.	This was found not to be a CPSE and will be removed from the July report.	Completed

<p>ACOH CPSE Issue 26: Commercial coverage exclusions where we should pay as primary are denying for EOB incorrectly. 6/15/2023 update: Updated issue number as '26' skipped in error.</p>	4/27/2023	00-All provider types	Estimated date of completion is 07/27/2023.	Adjustments estimated to be completed by 8/27/23.	In Process
<p>ACOH confirmed CPSE Issue 27: System paying some claims for ORP-only providers in error. 6/15/2023 update: Updated issue number as '26' skipped in error.</p>	5/1/2023	00-All provider types	Fix completed on 6/12/2023.	Adjustments estimated to be completed by 8/12/23 due to volume of claims.	In Process
<p>ACOH Potential CPSE Issue 28: A2003,A9574,Y2032,Y9189, and Z0746 CPT codes are denying as "non-covered" in error. 6/15/2023 update: Added impacted code Y9167. Updated issue number as '26' skipped in error.</p>	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
<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>	5/4/2023	00-All provider types	Fix completed on 5/17/2023.	Adjustments estimated to be completed by 8/17/2023 due to complexity around capturing all impacted claims and adjustments will include recovery of overpayments which require letters.	In Process

<p>ACOH CPSE Issue 30: Lessor of Language applying incorrectly on some claims for causing incorrect payment.</p> <p>6/15/2023 Update: Updated from "all provider types" to just 16 and 60-Home Health Agency based on our final claims analysis.</p>	5/16/2023	16 & 60-Home Health Agency	Fix completed on 5/18/2023.	Adjustments completed on 6/1/2023. This is considered resolved and will be removed from the July report.	Completed
<p>ACOH CPSE Issue 31: Claims for T1002, and T1003 denying in error.</p>	5/18/2023	38-Private Duty Non-Agency RN or LPN	Fix completed on 5/18/2023.	Adjustments completed on 6/3/2023. This is now considered resolved and will be removed from the July report.	Completed
<p>ACOH Potential CPSE Issue 32: Air transportation claims denying for no authorization incorrectly.</p> <p>6/15/23 Update: It was determined this only impacted 2 providers and was not a true CPSE.</p>	5/18/2023	82-Ambulance	Fix completed on 5/26/23.	Adjustments estimated to be completed by 06/26/2023. This was determined to only impact 2 providers and will be removed from the July report.	In Process
<p>ACOH CPSE Issue 33: Claims for revenue codes 220,169,189 underpaid.</p>	5/19/2023	38-Private Duty Non-Agency RN or LPN	Fix completed on 5/24/23.	Adjustments estimated to be completed by 06/24/2023.	In Process
<p>ACOH CPSE Issue 34: Clinical edit for "invalid modifier" firing incorrectly causing inappropriate denials.</p>	5/22/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed on 5/23/23.	Adjustments completed on 6/7/2023. This is considered resolved and will be removed from the July report.	Completed
<p>ACOH Potential CPSE Issue 35: Claims with a paid EOB denying services for no auth incorrectly when they should pay as secondary.</p>	5/23/2023	00-All provider types	Fix completed on 6/8/2023.	Due to potential volume, we estimate adjustments to be completed by 8/8/2023.	In Process

ACOH Potential CPSE Issue 36: COB is not coordinating correctly for some claims due to system configuration needing updated.	6/1/2023	00-All provider types	Estimated date of completion is 9/1/2023.	Adjustments estimated to be completed by 10/1/2023.	In Process
ACOH Potential CPSE Issue 37: Claims for 90791,90792, G0396 and G0397 denying incorrectly for no auth.	6/12/2023	20-Physician/osteopath, individual, 84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 7/12/2023.	Adjustments estimated to be completed by 8/12/2023.	In Process
ACOH Potential CPSE Issue 38: Some claims denying for invalid DX or invalid procedure code incorrectly.	06/13/23	20-Physician/osteopath, individual, 01-Hospital (IP & OP)	Estimated date of completion 8/13/2023.	Adjustments estimated to be completed by 9/13/2023.	In Process

*Last edited 06/15/2023.