



July 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>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 date of completion is 8/15/2023.</p>	<p>Adjustments estimated to be completed by 10/15/2023.</p>	<p>In Process</p>
<p>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.</p>	<p>03/29/23</p>	<p>00-All provider types</p>	<p>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.</p>	<p>Adjustments include payments and recoveries. Estimated to be completed by 10/10/2023 due to claim volume and complexity of identifying impacted claims and letter period.</p>	<p>Completed</p>

<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-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>07/15/2023 Update: Due to claim volume and adjustments involving recovery letter period, updated estimate for completion of claim adjustments is now 9/10/2023.</p>	<p>In Process</p>
<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,</p>	<p>04/11/23</p>	<p>35-Optometrist Individual</p>	<p>Previously estimated date of completion was 06/11/2023. Current estimated date of completion is 7/15/2023. Fix completed on 7/10/2023.</p>	<p>Adjustments estimated to be completed by 8/10/2023.</p>	<p>In Process</p>

92012, 92014. Description updated to include them.					
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	Previous estimated date of completion was 06/21/2023. Current fix estimated to be completed on 8/21/23.	Adjustments estimated to be completed by 9/21//23.	In Process
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. Adjustments completed on 6/17/23. This is now resolved and will be removed from the August report.	Completed
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. Adjustments completed on 6/25/2023. This is now resolved and will be removed from the August report.	Completed
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 was 06/24/2023. Current fix estimated to be completed on 8/15/2023.	Adjustments will be impacted by resolution of CPSE 47, and include payments and recoveries with a letter period. Due to volume and above factors estimated to be completed by 10/1/2023.	In Process

<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 was 07/27/2023. Fix completed on 6/23/2023.	Adjustments completed on 7/11/2023. This is now resolved and will be removed from the August report.	Completed
<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 8/12/2023 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 was 7/1/2023. Fix was completed on 6/20/2023.	Adjustments completed on 7/11/2023. This is now resolved and will be removed from the August report.	Completed
<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.	Completed
<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 5/24/2023.	Adjustments estimated to be completed by 06/24/2023. Adjustments completed on 6/16/23. This is considered resolved and will be removed from the August report.	Completed

ACOH Potential CPSE Issue 35: Claims with a paid EOB denying services for no auth incorrectly when they should pay as secondary.	5/23/2023	00-All provider types	Fix completed on 6/8/2023.	Adjustments completed on 7/1/2023. This is now considered resolved and will be removed from the August report.	Completed
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 was 7/12/2023. Current estimated date of completion is 8/12/2023.	Adjustments estimated to be completed by 9/12/2023.	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
ACOH CPSE Issue 39: Some claims for ER services 99285 and 99284 with UD modifier are denying incorrectly.	06/16/23	01-Hospital (Outpatient)	Fix was completed on 6/21/2023.	Adjustments completed on 6/29/2023. This is now considered resolved and will be removed from the August report.	Completed
ACOH Potential CPSE 40: Place of service in the system not matching the claim image causing claims to be rejected in encounters.	06/16/23	00-All provider types	Estimated date of completion is 8/16/2023.	Adjustments estimated to be completed by 9/16/2023.	Completed
ACOH Potential CPSE 41: Claims rejecting in encounters for invalid Procedure code incorrectly.	06/16/23	00-All provider types	Estimated date of completion is 8/16/2023.	Adjustments estimated to be completed by 9/16/2023.	Completed
ACOH CPSE Potential Issue 42: Some claims were incorrectly paid as primary where member's had TPL.	06/21/23	00-All provider types	Estimated date of completion is 8/21/2023.	Adjustments estimated to be completed by 9/21/2023.	In Process

ACOH Potential CPSE 43: Invalid Procedure code denials.	06/21/23	12-Federally Qualified Health Center 05- Rural Health Centers	Estimated date of completion is 8/21/2023.	Adjustments estimated to be completed by 9/21/2023.	In Process
ACOH Potential CPSE 44: Incorrect payments and/or denials for K0108.	06/30/23	76-Durable Medical Equipment Supplier	Estimated date of completion is 8/30/2023.	Adjustments estimated to be completed by 9/30/2023.	Completed
ACOH CPSE Potential Issue 45: Inappropriate Labor and Delivery denials for authorization.	06/30/23	01-Hospital (IP & OP)	Estimated date of completion is 8/30/2023.	Adjustments estimated to be completed by 9/30/2023.	In Process
ACOH CPSE Issue 46: Invalid UD modifier denials.	07/06/23	24-Physician Assistant	Estimated date of completion is 09/06/2023.	Adjustments estimated to be completed by 10/6/2023.	In Process
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	Estimated date of completion is 09/11/2023.	Adjustments include both payments and recoveries with a letter period. Due to volume and above factors, estimated to be completed by 10/1/2023.	In Process
ACOH Potential CPSE 48: Claims for T2044 and T2046 denying incorrectly.	07/14/23	44-Hospice	Estimated date of completion is 09/14/2023.	Adjustments estimated to be completed by 10/14/2023.	In Process

*Last edited 07/14/2023.