



### September 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 completed on 5/8/2023.	<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>	In Process
ACOH CPSE Issue 5: Some Radiology services are	3/17/2023	20-Physician/osteopath, individual	Fix completed 8/15/2023.	Adjustments estimated to be completed by 10/15/2023.	In Process

erroneously denying for provider specialty.					
<p>ACOH Confirmed CPSE Issue 11: Some Claims are denying or overpaying in error due to incorrect NPI Crosswalk.</p> <p>6/15/2023: Updated to reflect this issue impact all provider types.</p> <p>7/17/2023: Updated description to reflect that this issue results in denials and overpayments.</p>	03/29/23	00-All provider types	<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>	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.	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>	03/30/23	<p>39-Physical Therapist, Individual 72-Nurse Practitioner Individual 01-Hospital (IP &amp; OP) 20-Physician/osteopath, individual 36-Podiatrist Individual 37-Licensed Independent Social Worker (LISW) 54-Licensed Independent Chemical Dependency</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>09/15/2023 Update: Recovery project is still underway and requires some manual processing, estimated date of completion is now 10/10/2023.</p>	In Process

		<p>Counselor</p> <p>76-Durable Medical Equipment Supplier</p> <p>79-Independent Diagnostic Testing Facility</p> <p>80-Independent Lab</p> <p>81-Portable X-Ray Supplier</p> <p>82-Ambulance</p> <p>86-Nursing Facility</p>			
<p>ACOH CPSE Issue 22: Some claims for H0006, H0036, H2017, and H2019 are paying at beyond unit limits maximums.</p>	4/24/2023	<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>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 12/15/2023.</p>	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	<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 estimate this completed by 11/15/2023.</p>	In Process
<p>ACOH <b>Potential</b> CPSE Issue 36: COB is not coordinating correctly for some claims due to system</p>	6/1/2023	00-All provider types	<p>Previous estimated date of completion was 9/1/2023, additional time is needed. Current estimated</p>	<p>Adjustments estimated to be completed by 11/15/2023.</p>	In Process

configuration needing updated.			completion date is 10/15/2023.		
ACOH 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	Fix completed on 8/9/2023.	Adjustments estimated to be completed by 9/9/2023. Adjustments completed on 8/20/2023. This is now resolved and will be removed from the October report.	Completed
ACOH 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)	Fix completed on 7/18/2023.	Prior report that overpayments were identified and those requiring lettering and response period, was in error and not intended for this line, as this project was for payment to providers. Adjustments were completed on 8/8/23. This is now resolved and will be removed from the October report.	Completed
ACOH CPSE <b>Potential</b> Issue 42: Some claims were incorrectly paid as primary where member's had TPL.	06/21/23	00-All provider types	Fix completed 7/20/2023	Adjustments estimated to be completed by 9/21/2023 due to recoupments being performed and required lettering period.	In Process
ACOH CPSE <b>Potential</b> Issue 45: Inappropriate Labor and Delivery denials for authorization.	06/30/23	01-Hospital (IP & OP)	Estimated date of completion is 9/30/2023.	Adjustments estimated to be completed by 10/30/2023.	In Process
ACOH CPSE Issue 46: Invalid UD modifier denials.	07/06/23	24-Physician Assistant	Fix completed on 8/7/2023.	Adjustments estimated to be completed by 10/07/2023 due to volume of claims requiring manual processing. Adjustments completed on 8/17/2023. This is now resolved and will be removed from the October report.	Completed

<p>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.</p>	<p>07/11/23</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Estimated date of completion was 09/11/2023, but additional configuration required. Estimated fix date is now 10/11/2023.</p>	<p>Adjustments include both payments and recoveries with a letter period. Due to volume and above factors, estimated to be completed by 12/11/2023.</p>	<p>In Process</p>
<p>ACOH CPSE 48: Claims for T2044 and T2046 denying incorrectly.</p>	<p>07/14/23</p>	<p>44-Hospice</p>	<p>Fix completed on 7/25/2023.</p>	<p>Adjustments estimated to be completed by 8/25/2023. Adjustments completed 8/13/23. This is now resolved and will be removed from the October report.</p>	<p>Completed</p>
<p>ACOH <b>Potential</b> CPSE 50: BH code S9484, S9482, S9485 denying incorrectly.</p>	<p>07/17/23</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Previous date of completion was 09/17/2023, additional time to configure system updates is needed. Current estimated fix date is 10/17/2023.</p>	<p>Adjustments estimated to be completed by 11/17/2023.</p>	<p>In Process</p>
<p>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,</p>	<p>07/18/23</p>	<p>00-All provider types</p>	<p>Previous date of completion was 09/18/2023, additional time to configure system updates is needed. Current estimated fix date is 10/18/2023.</p>	<p>Adjustments estimated to be completed by 11/17/2023.</p>	<p>In Process</p>

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, 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)	Estimated date of completion is 10/15/2023.	Adjustments estimated to be completed by 11/15/2023.	In Process
ACOH <b>Potential</b> CPSE 53: Hospice claims for T2042 are being overpaid.	08/16/23	44-Hospice	Estimated date of completion is 10/16/2023.	Adjustments estimated to be completed by 11/16/2023.	In Process
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 estimated to be completed by 11/18/2023 and involve recovery letter periods.	In Process

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 is 10/29/2023.	Adjustments estimated to be completed by 11/29/2023.	In Process
ACOH <b>Potential</b> CPSE 56: Claims for revenue code 761 sometime paying without required authorization.	08/28/23	01-Hospital (IP & OP)	Fix completed on 9/8/2023.	Adjustments estimated to be completed by 11/28/2023.	In Process
ACOH <b>Potential</b> CPSE 57: Erroneous denials for H0040.	08/31/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed on 9/12/2023.	Adjustments estimated to be completed by 10/13/2023.	In Process
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 is 11/7/2023.	Adjustments estimated to be completed by 12/7/2023.	In Process
ACOH <b>Potential</b> CPSE 59: Claims for H2034 and H2036 being processed incorrectly.	09/07/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 11/7/2023.	Adjustments estimated to be completed by 12/7/2023.	In Process

\*Last edited 09/15/2023.