



October 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>10/15/2023 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 11/30/2023.</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>Fix completed 8/15/2023.</p>	<p>Adjustments were estimated to be completed by 10/15/2023, however some manual review is needed and thus additional time required. Current estimated completion date of adjustments is 11/15/2023.</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>10/4/2023 Update: Adjustments include payments and recoveries. Estimated date of completion was 10/10/2023, however significant manual review is required for impacted claim validation. This must be completed before projects can begin. Due to claim volume and complexity, new estimated completion date is 11/30/2023.</p>	<p>In Process</p>
<p>ACOH CPSE Issue 12: COB is not coordinating correctly for some claims due to a manual processing error. 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</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. 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. 09/15/2023 Update: Recovery project is still underway and requires some manual processing, estimated date of completion is now 10/10/2023. 10/15/2023 Update: The recovery project completed on 9/26/23. This is now considered resolved and will be removed from the November report.</p>	<p>Completed</p>

82-Ambulance
86-Nursing Facility

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

Previous fix
estimated to
be completed
on
8/15/2023,
however
addition time
needed for
resolution.
Current
estimated
completion is
10/01/2023.

10/15/2023
Update:
Previous fix
date was
10/1/2023,
however
additional
configuration

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.

In Process

			was required. We estimate fix to be completed by 10/24/2023.		
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.	5/4/2023	00-All provider types	Fix completed on 5/17/2023.	Adjustments previously estimated to be completed by 8/17/2023. 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 to be completed by 11/15/2023. 10/15/2023 Update: Previous estimate was 11/15/23, however the reprocessing of these claims is dependent upon resolution of Issue 36. Due to that resolution time, volume, manual reprocessing, and enrollment file issues we now estimate 11/30/2023.	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	Previous Estimated fix date was 10/15/23, however additional system configuration needed. Current estimated fix date is 11/30/2023.	Adjustments estimated to be completed by 12/30/2023.	In Process

<p>ACOH CPSE Issue 42: Some claims were incorrectly paid as primary where members had TPL.</p>	<p>06/21/23</p>	<p>00-All provider types</p>	<p>Fix completed 7/20/2023</p>	<p>Adjustments were estimated to be completed by 9/21/2023 due to recoupments being performed and required lettering period. Actual date of completion of project was 09/26/2023. This is now considered resolved and will be removed from the November report.</p>	<p>Completed</p>
<p>ACOH CPSE Potential Issue 45: Inappropriate Labor and Delivery denials for authorization.</p>	<p>06/30/23</p>	<p>01-Hospital (IP & OP)</p>	<p>Previous estimated date of completion was 9/30/2023 but fix completed on 10/4/2023.</p>	<p>Adjustments estimated to be completed by 11/4/2023.</p>	<p>In Process</p>
<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>Previous estimate was 10/11/2023, however during testing defects that require additional configuration were identified. Current estimate of completion is 10/20/23.</p>	<p>Adjustments include both payments and recoveries with a letter period. Due to volume and above factors, estimated to be completed by 12/20/2023.</p>	<p>In Process</p>
<p>ACOH 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>Fix Completed on 10/3/2023.</p>	<p>Adjustments completed on 10/10/2023. This is now considered resolved and will be removed from the November report.</p>	<p>Completed</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, 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.</p>	<p>07/18/23</p>	<p>00-All provider types</p>	<p>Previous date of completion was 10/18/2023, however multiple work requests were needed for configuration. Current estimated fix date is 11/18/2023.</p>	<p>Adjustments estimated to be completed by 11/18/2023.</p>	<p>In Process</p>
<p>ACOH CPSE 52: CCA rates configured incorrectly causing some hospital provider underpayments.</p>	<p>08/16/23</p>	<p>01-Hospital (IP & OP)</p>	<p>Fix completed on 10/11/2023.</p>	<p>Adjustments estimated to be completed by 11/15/2023.</p>	<p>In Process</p>

ACOH Potential CPSE 53: Hospice claims for T2042 are being overpaid.	08/16/23	44-Hospice	Previous fix date was 10/16/2023, however additional configuration is required and new completion date is 11/16/2023.	Adjustments estimated to be completed by 12/16/2023.	In Process
ACOH Potential 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 Potential CPSE 55: erroneous denials for invalid place of service for several DME codes.	08/24/23	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 Potential 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 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 completed on 9/28/2023. This is now resolved and will be removed from the November report.	Completed
ACOH Potential 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 Potential CPSE 59: Claims for H2034 and H2036 being processed incorrectly causing potentially incorrect denials and/or payments.	09/07/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program 47-Professional Clinical Counselor 54-Licensed Independent Chemical Dependency Counselor 20-Physician/osteopath, individual 21-Professional Medical Group 37-Licensed Independent Social Worker (LISW) 65-Clinical Nurse Specialist Individual	Estimated date of completion is 11/7/2023.	Adjustments estimated to be completed by 12/7/2023.	In Process
ACOH Potential CPSE 60: Some notice of pregnancy claims are denying for no auth in error.	09/18/23	00-All provider types	Estimated date of completion is 11/18/2023.	Adjustments estimated to be completed by 12/18/2023.	In Process
ACOH Potential CPSE 61: Some Air Ambulance claims denying for no authorization incorrectly.	09/18/23	82-Ambulance	Estimated date of completion is 11/18/2023.	Adjustments estimated to be completed by 12/18/2023.	In Process
ACOH Potential CPSE 62: PTP edits causing inappropriate denials.	09/20/23	00-All provider types	Estimated date of completion is 11/20/2023.	Adjustments estimated to be completed by 12/20/2023.	In Process
ACOH CPSE 63: Claims incorrectly paying in place of service 09.	09/22/23	20-Physician/osteopath, individual	Estimated date of completion is 11/22/2023.	Adjustments estimated to be completed by 12/22/2023.	In Process
ACOH Potential CPSE 64: Y2032 paying without RR modifier incorrectly.	09/26/23	76-Durable Medical Equipment Supplier	Estimated date of completion is 11/26/2023.	Adjustments estimated to be completed by 12/26/2023.	In Process

ACOH Potential CPSE 65: ER services denying for ORP	09/27/23	00-All provider types	Estimated date of completion is 11/27/2023.	Adjustments estimated to be completed by 12/27/2023.	In Process
ACOH Potential CPSE 66: Behavioral Health Diagnosis code issue.	09/28/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 11/27/2023.	Adjustments estimated to be completed by 12/27/2023.	In Process
ACOH Potential CPSE 67: Corrected claims are intermittently going out with original denials instead of being appropriately recalled.	10/04/23	00-All provider types	Estimated date of completion is 12/04/2023 due to research needed.	Adjustments estimated to be completed by 01/04/2023.	In Process
ACOH CPSE 68: Some claims for circumcision codes are denying for no auth in error.	10/11/23	01-Hospital (IP & OP) 20-Physician/osteopath, individual	Estimated date of completion is 12/11/2023 due to research needed.	Adjustments estimated to be completed by 01/11/2023.	In Process
ACOH Potential CPSE 69: Claims Edit system incorrectly denying emergency claims for invalid diagnosis.	10/12/23	00-All provider types	Estimated date of completion is 12/12/2023 due to research needed.	Adjustments estimated to be completed by 01/11/2023.	In Process

*Last edited 10/16/2023.