



**December 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> <p>10/15/2023 Update: Correct reprocessing of the claims is impacted by resolution of</p>	In Progress

				<p>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>12/15/2023 Update: We previously estimated completion on 11/30/2023. However additional processing time is needed due to manual review requirements and claim volume. We anticipate multiple project submissions to be complete in stages. Current estimated date of completion is between 02/15/24 and 5/15/2024.</p>	
<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.</p> <p>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>12/15/2023 Update: Claims include both payments and recoveries. 2 adjustment projects were submitted but additional projects will be required. Due to volume, letter requirements, and manual processing involved, we estimate completion of all adjustments to complete between 01/01/2024 and 3/1/2024.</p>	In Progress

<p>ACOH CPSE Issue 22: Some claims for H0006, H0036, H2017, and H2019 are paying at beyond unit limits maximums.</p>	<p>4/24/2023</p>	<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>10/15/2023 Update: Previous fix date was 10/1/2023, however additional configuration is required. Estimated completion is 10/24/2023.</p> <p>11/15/2023 Update: We previously estimated fix to be completed by 10/24/2023. Fix completed on 10/19/2023.</p>	<p>Adjustments include payments and recoveries with a letter period, and some manual processing will be involved. Due to volume and above factors, adjustments estimated to be completed by 2/19/2024.</p>	<p>In Progress</p>
<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>	<p>5/4/2023</p>	<p>00-All provider types</p>	<p>Fix completed on 5/17/2023.</p>	<p>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.</p>	<p>In Progress</p>

				12/15/2023 Update: Prior estimated completion date was 11/30/23. However correct reprocessing of these claims is impacted by resolution of Issue 36. Adjustments estimated to be completed by 3/27/24 due to volume.	
ACOH <b>Potential</b> 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. Estimated fix date is 11/30/2023. 12/15/2023 Update: Due to coding complexity and required testing, additional time needed for system fix. Current estimated fix date is 1/27/2024.	Adjustments estimated to be completed by 3/27/24 due to volume.	In Progress
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	Fix estimate was 10/20/23, additional time for resolution is needed, new estimate is 12/15/23. 12/15/2023 Update: Prior fix date estimate was 12/15/2023. Current	Adjustments include both payments and recoveries with a letter period. Due to volume and above factors, estimated to be completed by 04/15/2024	In Progress

			estimated fix date is 02/15/2024.		
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.	07/18/23	00-All provider types	<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>12/15/2023 Update: Estimated fix date was 11/18/2023, an addition configuration request is required for resolution. New estimated completion date is 01/15/2024.</p>	Adjustments estimated to be completed by 02/15/2024.	In Progress
ACOH <b>Potential</b> CPSE 53: Hospice claims for T2042 are being overpaid.	08/16/23	44-Hospice	<p>Previous fix date was 11/16/2023, however additional research and configuration is required and new completion date is 12/16/2023.</p>	Adjustments estimated to be completed by 1/16/2024.	In Progress

<p>ACOH <b>Potential</b> CPSE 54: Out of network Skilled nursing claims paying without prior authorization incorrectly.</p>	<p>08/18/23</p>	<p>86-Nursing Facility</p>	<p>Fix completed on 8/23/23.</p>	<p>Adjustments were estimated to be completed by 11/18/2023 but additional time needed to process recoveries due to required notification periods. Estimated date of completion is 12/18/2023.</p> <p>12/15/2023 Update: Prior estimate of completion was 12/18/2023, and 399 of 423 claims are complete. However 24 claims are still pending recovery due to manual processing. Due to letter period, estimated completion is 01/31/2024.</p>	<p>In Progress</p>
<p>ACOH <b>Potential</b> CPSE 55: erroneous denials for invalid place of service for several DME codes.</p>	<p>08/24/13</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Estimated date of completion was 10/29/2023 but fix completed on 11/3/23.</p>	<p>Adjustments estimated to be completed by 12/29/2023 due to claim volume.</p>	<p>In Progress</p>
<p>ACOH <b>Potential</b> CPSE 56: Claims for revenue code 761 sometime paying without required authorization.</p>	<p>08/28/23</p>	<p>01-Hospital (IP &amp; OP)</p>	<p>Fix completed on 9/8/2023.</p>	<p>Adjustments were estimated to be completed by 11/28/2023, but recoveries still in progress. Estimated completion date is 01/15/2024.</p>	<p>In Progress</p>
<p>ACOH <b>Potential</b> CPSE 58: Prior authorization lookup tool data mismatch resulting in incorrect processing of claims.</p>	<p>09/07/23</p>	<p>00-All provider types</p>	<p>Estimated date of completion was 11/7/2023, but configuration is ongoing. Estimated completion is 12/19/23.</p> <p>12/15/23 Update: Fix completed on 12/4/23.</p>	<p>Adjustments estimated to be completed by 02/4/2023 due to claim volume.</p>	<p>In Progress</p>
<p>ACOH <b>Potential</b> CPSE 60: Some notice of pregnancy claims are denying for no auth in error.</p>	<p>09/18/23</p>	<p>00-All provider types</p>	<p>Estimated date of completion was 11/18/2023 but additional time to configure system required. Current estimated fix date is 12/29/2023.</p>	<p>Adjustments estimated to be completed by 01/29/2024.</p>	<p>In Progress</p>

ACOH <b>Potential</b> CPSE 61: Some Air Ambulance claims denying for no authorization incorrectly.	09/18/23	82-Ambulance	Estimated date of completion was 11/18/2023, but fix completed on 12/8/2023.	Adjustments estimated to be completed by 01/08/2024.	In Progress
ACOH <b>Potential</b> CPSE 62: PTP edits causing inappropriate denials.	09/20/23	00-All provider types	Fix was completed 10/29/2023.	Adjustments estimated to be completed by 1/24/2024 because proper processing requires the resolution of issue 1877 before adjustments can begin.	In Progress
ACOH <b>Potential</b> CPSE 63: Claims incorrectly paying in place of service 09.	09/22/23	20-Physician/osteopath, individual	Estimated date of completion was 11/22/2023 but completed on 10/27/2023.	Adjustments include recovery projects and due to required letter period and processing is estimated to be completed by 1/10/2024. 12/15/2023 Update: Final claims review determined only 2 claims for 2 providers impacted and is not a CPSE. Recovery of the 2 claims is in progress, this is now considered resolved and will be removed from the January report.	Complete
ACOH CPSE 65: ER services denying for ORP	09/27/23	00-All provider types	Estimated date of completion was 11/27/2023, but during the course of review additional configuration updates were identified. Current estimated fix date is 12/27/2023.	An interim workaround is in place to remediate claims prior to adjudication while we work towards automated fix. Once the fix completes, adjustments estimated to be completed by 1/27/2024.	In Progress
ACOH <b>Potential</b> CPSE 67: Corrected claims are intermittently going out with original denials instead of being appropriately recalled. 12/15/2023 Update: further analysis determined the denials were valid and <b>this is not a true CPSE.</b>	10/04/23	00-All provider types	Estimated date of completion was 12/04/2023 due to research needed, but denials determined to be valid.	We determined the denials were valid and this is not a true CPSE. This will be removed from the January report.	Complete

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. 12/15/23 Update: Estimated fix date was 12/11/2023, however additional time needed for configuration completion. Estimated fix date is now 01/15/2024.	Adjustments estimated to be completed by 02/15/2024.	In Progress
ACOH <b>Confirmed</b> CPSE 69: Claims Edit system incorrectly denying emergency claims for invalid diagnosis.	10/12/23	82-Ambulance	Estimated date of completion is 12/12/2023 due to research needed. 12/15/2023 Update: Fix completed 12/5/2023.	An interim workaround is in place to remediate claims prior to adjudication while we work towards automated fix. Once the fix completes, any fallout adjustments estimated to be completed by 01/12/2024. Adjustments completed on 12/7/2023. This is now resolved and will be removed from the January report.	Complete
ACOH <b>Potential</b> CPSE 70: BH coverage issue. TPL shows only BH policy as active	10/16/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 12/16/2023 due to research needed.	Adjustments estimated to be completed by 01/16/2024.	In Progress
ACOH <b>Potential</b> CPSE 71: Dental codes denying inappropriately when billed in a hospital setting.	10/18/23	01-Hospital (OP)	Estimated date of completion is 12/18/2023 due to research needed.	Adjustments estimated to be completed by 01/18/2023.	In Progress
ACOH <b>Potential</b> CPSE 72: Some By Report codes are denying for "Invoice required" and "Itemized bill required" in error.	10/19/23	00-All provider types	Estimated date of completion is 12/19/2023 due to research needed. Fix completed 11/15/2023.	Adjustments estimated to be completed by 12/19/2023.	In Progress



<p>ACOH <b>Confirmed</b> CPSE 73: Non-par provider paying for E&amp;M services with no auth on file and causing some claims with SCA on file to deny in error for no auth.</p> <p><b>12/15/23 Update: Description updated for accuracy. Also, this CPSE was duplicated in last month's submission and listed as issue 75. We removed the duplicate entry and adjusted the Issue numbers after it accordingly.</b></p>	10/20/23	00-All provider types	<p>Estimated date of completion is 12/20/2023 due to research needed.</p> <p>12/15/2023 Update: Fix completed on 11/22/2023.</p>	<p>This issue resulted in denials and overpayments so recoveries are needed. Due to letter requirements adjustments are estimated to be completed by 02/05/2024.</p>	In Progress
<p>ACOH <b>Potential</b> CPSE 74: Incorrect denials for bundled services.</p>	10/24/23	01-Hospital (IP & OP)	<p>Estimated date of completion is 12/24/2023 due to research needed.</p>	<p>Adjustments estimated to be completed by 01/24/2024.</p>	In Progress
<p>ACOH CPSE 75: T2046 claims incorrectly denying for "Z54 - No allowable on fee schedule or contract".</p>	11/03/23	44-Hospice	<p>Estimated date of completion is 1/3/2024 due to research needed.</p> <p>12/15/2023 Update: Fix was completed 11/30/2023.</p>	<p>Adjustments estimated to be completed by 12/30/2024.</p>	In Progress
<p>ACOH CPSE 76: Erroneous T2003 denials for FQHC and RHC facility claims.</p>	11/08/23	12-Federally Qualified Health Center 05-Rural Health Clinic	<p>Estimated date of completion is 1/8/2024 due to research needed.</p>	<p>Adjustments estimated to be completed by 2/8/24.</p>	In Progress
<p>ACOH <b>Potential</b> CPSE 77: Custom wheelchair claims billed in place of service 32 being erroneously denied despite prior authorization being granted.</p>	11/17/23	76-Durable Medical Equipment Supplier	<p>Estimated date of fix completion is 01/31/2024. As of 12/14 a manual workaround was implemented to mitigate claims until automated fix is complete.</p>	<p>Adjustments estimated to be completed by 03/01/2024.</p>	In Progress
<p>ACOH <b>Potential</b> CPSE 78: Units not transferring over from EDI image to claim in system correctly, resulting in underpayments.8</p>	12/01/23	76-Durable Medical Equipment Supplier	<p>Estimated date of completion is 01/31/2024.</p>	<p>Adjustments estimated to be completed by 03/01/2024.</p>	In Progress

ACOH <b>Potential</b> CPSE 79: BH claims billed in POS 12 (home) are being paid at the incorrect rate causing underpayments.	12/04/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 02/04/2024.	Adjustments estimated to be completed by 03/04/2024.	In Progress
ACOH <b>Potential</b> Issue 80: Anesthesia codes 00100-09990 denying as non-covered in error.	12/04/23	68-Anesthesia Assistant Individual 20-Physician/osteopath, individual	Fix completed on 12/14/2023.	Adjustments estimated to be completed by 01/14/2024.	In Progress
ACOH <b>Potential</b> CPSE 81: Dialysis revenue codes pricing from By Report pricing incorrectly.	12/08/23	59-End-Stage Renal Disease (Dialysis) Clinic	Estimated date of completion is 02/08/2024.	Adjustments estimated to be completed by 03/08/2024.	In Progress
ACOH <b>Potential</b> CPSE 82: Erroneous limits on 96360 and 96361 causing underpayments.	12/12/23	01-Hospital (IP & OP)	Estimated date of completion is 02/12/2024.	Adjustments estimated to be completed by 03/12/2024.	In Progress
ACOH <b>Potential</b> CPSE 83: ABA services receiving erroneous denials for invalid specialty.	12/13/23	21-Professional Medical Group	Estimated date of completion is 02/13/2024.	Adjustments estimated to be completed by 03/13/2024.	In Progress
ACOH <b>Potential</b> CPSE 84: Some EAPG services are receiving erroneous denials for being non-covered services.	12/13/23	01-Hospital (IP & OP)	Estimated date of completion is 02/13/2024.	Adjustments estimated to be completed by 03/13/2024.	In Progress
ACOH <b>Potential</b> CPSE 85: Some DME claims denying in error for non-covered service.	12/15/23	76-Durable Medical Equipment Supplier	Estimated date of completion is 02/15/2024.	Adjustments estimated to be completed by 03/13/2024.	In Progress

\*Last edited 12/15/2023.