



January 2024 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 CPSE 47. The</p>	In Progress

				<p>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. 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>11/16/2023 Update: We previously estimated fix to be completed by 10/24/2023. Fix completed on 10/19/2023.</p> <p>01/16/2024 Update:</p>	<p>Adjustments estimated to be completed by 06/03/2024.</p>	<p>In Progress</p>
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			<p>Previously reported resolved but as we tested claims for reprocessing we determined configuration for POS restrictions was omitted in error from this fix request. New estimated date of completion is 03/03/2024.</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>	5/4/2023	00-All provider types	Fix completed on 5/17/2023.	<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 to be completed by 11/16/2023.</p> <p>10/15/2023 Update: Previous estimate was 11/16/23, 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>	In Progress

				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 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	<p>Previous Estimated fix date was 10/15/23, however additional system configuration needed. Estimated fix date is 11/30/2023.</p> <p>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.</p>	Adjustments estimated to be completed by 3/27/24 due to volume.	In Progress

<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>Fix completed on 1/10/2024.</p>	<p>Adjustments include both payments and recoveries with a letter period. Due to volume and above factors, estimated to be completed by 04/15/2024.</p> <p>01/16/2024 Update: We anticipate multiple project submissions to be completed in stages which consists of payments and recoveries. Current estimated date of completion is between 02/15/24 and 5/15/2024.</p>	<p>In Progress</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,</p>	<p>07/18/23</p>	<p>00-All provider types</p>	<p>Fix completed 1/4/24.</p>	<p>Adjustments estimated to be completed by 03/04/2024 due to volume.</p>	<p>In Progress</p>

<p>Q4175, Q9957, Q9958, S5101, S5102, S5160, S5161, S5165, S5170, and T2029.</p>					
<p>ACOH Potential CPSE 53: Hospice claims for T2042 are being overpaid on claims with stays over 60 days.</p> <p>1/16/24 Update: added detail to description reflecting claims over 60 days affected.</p>	<p>08/16/23</p>	<p>44-Hospice</p>	<p>Fix completed on 12/27/23.</p>	<p>Adjustments involve recoveries and preparation for submission, as well as letter periods. Due to this, estimated completion time is 3/26/2024.</p>	<p>In Progress</p>

<p>ACOH Potential CPSE 54: Out of network Skilled nursing claims paying without prior authorization incorrectly.</p> <p>1/16/2024 Update: We further reviewed this issue after determining that a separate auth was not required since an inpatient auth was on file. Our initial determination of a CPSE was incorrect. As we have now determined the claims were behaving as expected, the recovered claims will be reprocessed for payment. This is no longer deemed a CPSE and will be removed from the February report.</p>	<p>08/18/23</p>	<p>86-Nursing Facility</p>	<p>Fix completed on 8/23/23.</p> <p>1/16/2024 Update: We previously advised "Fix completed on 8/23/23" however upon further review, we determined that a separate auth was not required since an inpatient auth was on file. Our initial determination of a CPSE was incorrect. As we have now determined the claims were behaving as expected, the recovered claims will be reprocessed for payment. Fix complete and education provided as of 12/19/2023.</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>1/16/2024 Update: We further reviewed this issue after determining that a separate auth was not required since an inpatient auth was on file. Our initial determination of a CPSE was incorrect. As we have now determined the claims were behaving as expected, the recovered claims will be reprocessed for payment and are estimated to be completed by 02/08/2024. This is no longer deemed a CPSE and will be removed from the February report.</p>	<p>Complete</p>
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<p>ACOH Potential 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>1/16/2024 Update: Adjusted previously estimated to be complete by 12/29/23, however our claims sweep confirmed no claims denied incorrectly. All were remediated prior to being processed for payment, as such this is considered resolved and will be removed from the February report.</p>	<p>Complete</p>
<p>ACOH Potential CPSE 56: Claims for revenue code 761 sometime paying without required authorization.</p>	<p>08/28/23</p>	<p>01-Hospital (IP & OP)</p>	<p>Fix completed on 9/8/2023.</p>	<p>Adjustments completed on 01/11/2024. This is now resolved and will be removed from the February report.</p>	<p>Complete</p>
<p>ACOH Potential 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>1/16/2024 Update: We previously reported fix as complete on 12/4/2023,</p>	<p>Adjustments estimated to be complete by 5/11/2024 due to volume.</p>	<p>In Progress</p>

			however while preparing to adjust claims we identified additional configuration work to be completed before fully resolved, current estimated fix date is 03/11/2024.		
ACOH Potential CPSE 60: Some notice of pregnancy claims are denying for no auth in error.	09/18/23	00-All provider types	Fix completed on 12/29/23.	Adjustments estimated to be completed by 01/29/2024.	In Progress
ACOH Potential 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. 1/16/2024 Update: Only two providers were impacted. A project was submitted on 9/29/2023. After the fix completed another claims sweep was performed and no further claim impact was found. This is now resolved and will be removed from the February report.	Complete
ACOH Potential CPSE 62: PTP edits causing inappropriate denials.	09/20/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix was completed 10/29/2023. Previously reported that this was completed, however	Adjustments estimated to be completed by 1/24/2024 because proper processing requires the resolution of issue 1877 before adjustments can begin.	In Progress

			additional configuration is required. Current estimated fix date is 03/16/2024.		
ACOH CPSE 65: ER services denying for ORP	09/27/23	00-All provider types	<p>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.</p> <p>1/16/2024 Update: We previously estimated fix date of 12/27/23. Additional time is needed, current estimate is 1/27/2024.</p>	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 2/27/2024.	Complete
ACOH CPSE 68: Some claims for circumcision codes	10/11/23	01-Hospital (IP & OP) 20-Physician/osteopath, individual	Estimated fix date was 12/11/2023,	Adjustments estimated to be completed by 02/11/2024.	In Progress

are denying for no auth in error.			however fix completed on 1/11/2024.		
ACOH Potential 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	<p>Estimated date of completion is 12/16/2023 due to research needed.</p> <p>1/16/2024 Update: Previously estimated fix date of 12/16/2023, however configuration still underway and involves multiple steps. Current estimated fix date is now 4/15/2024. We do have a manual workaround in place as of 1/5/24 to remediate claims in the interim.</p>	Adjustments estimated to be completed by 5/15/2024.	Complete

<p>ACOH Potential CPSE 71: Dental codes denying inappropriately when billed in a hospital setting.</p>	<p>10/18/23</p>	<p>01-Hospital (OP)</p>	<p>Estimated date of completion is 12/18/2023 due to research needed.</p> <p>1/16/2024 Update: Fix was estimated to complete on 12/18/23, however validation in progress, estimated completion date is 1/31/24.</p>	<p>Adjustments estimated to be completed by 03/04/2024.</p>	<p>In Progress</p>
<p>ACOH Potential CPSE 72: Some By Report codes are denying for "Invoice required" and "itemized bill required" in error and/or paying incorrectly.</p> <p>1/16/2024: Updated description to include that this issue's root cause resulted in both denials and overpayments.</p>	<p>10/19/23</p>	<p>00-All provider types</p>	<p>Estimated date of completion is 12/19/2023 due to research needed.</p> <p>Fix completed 11/16/2023.</p>	<p>Adjustments estimated to be completed by 12/19/2023.</p> <p>01/16/2024 Update: Claims sweep revealed both overpayments and underpayments resulted from this issue. Adjustments for payment completed on 12/12/2023. However due to recovery letter periods the estimated date of completion of recoveries is 03/11/2024.</p>	<p>Complete</p>

<p>ACOH Confirmed CPSE 73: Non-par provider paying for E&M services with no auth on file and causing some claims with SCA on file to deny in error for no auth.</p> <p>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.</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 Potential 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>01/16/2024 Update: Previously reported fix would be complete by 12/24/24, however additional</p>	<p>Adjustments estimated to be completed by 04/24/2024.</p>	In Progress

			time needed. Current estimated fix date is 3/24/2024.		
ACOH CPSE 75: T2046 claims incorrectly denying for "Z54 - No allowable on fee schedule or contract".	11/03/23	44-Hospice	Estimated date of completion is 1/3/2024 due to research needed. 12/15/2023 Update: Fix was completed 11/30/2023.	Adjustments completed on 01/06/2024. This is now resolved and will be removed from the February report.	Complete
ACOH CPSE 76: Erroneous T2003 denials for FQHC and RHC facility claims.	11/08/23	12-Federally Qualified Health Center 05-Rural Health Clinic	Estimated date of completion is 1/8/2024 due to research needed. 1/16/2024 Update: Previously estimated fix date was 1/8/2024, however additional root cause analysis is under way.	Adjustments estimated to be completed by 2/24/24.	In Progress

			Current estimated completion is 1/24/2024.		
<p>ACOH Potential CPSE 77: Custom wheelchair claims billed in place of service 32 being erroneously denied despite prior authorization being granted.</p> <p>1/16/24 Update: Only 1 provider impacted. This is now determined to not be a CPSE and will be removed from the February report.</p>	11/17/23	76-Durable Medical Equipment Supplier	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.	Adjustments estimated to be completed by 03/01/2024.	Complete
<p>ACOH Potential CPSE 78: Units not transferring over from EDI image to claim in system correctly, resulting in underpayments.</p>	12/01/23	76-Durable Medical Equipment Supplier	Estimated date of completion is 01/31/2024.	Adjustments estimated to be completed by 03/01/2024.	In Progress
<p>ACOH Potential CPSE 79: BH claims billed in POS 12 (home) are being paid at the</p>	12/04/23	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-	Fix completed on 1/2/24.	Adjustments estimated to be completed by 03/04/2024.	In Progress

incorrect rate causing underpayments.		ODADAS Certified/Licensed (SUD) Treatment Program			
ACOH Potential 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 1/4/2024.	Adjustments estimated to be completed by 03/04/2024 due to volume.	In Progress
ACOH Potential CPSE 81: Dialysis revenue codes pricing from By Report pricing incorrectly.	12/08/23	59-End-Stage Renal Disease (Dialysis) Clinic	Fix completed on 12/19/2023.	Adjustments include recoveries and due to letter period estimated to be completed by 03/20/2024.	In Progress
ACOH Potential 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 Potential CPSE 83: ABA services receiving erroneous denials for invalid specialty. 1/16/2024 Update: We determined this is not a true CPSE and only impacted 3 providers.	12/13/23	21-Professional Medical Group	Estimated date of completion is 02/13/2024.	Adjustments estimated to be completed by 03/13/2024. 1/16/2024 Update: We determined this is not a true CPSE and only impacted 3 providers. The claims will be adjusted and this will be removed from the February report.	Complete
ACOH Potential 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 Potential CPSE 85: Some DME claims	12/15/23	76-Durable Medical Equipment Supplier	Estimated date of	Adjustments estimated to be completed by 03/13/2024.	In Progress

denying in error for non-covered service.			completion is 02/15/2024.		
ACOH Potential CPSE 86: H0038 denying incorrectly for "No Authorization".	01/03/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 04/03/2024.	Adjustments estimated to be completed by 05/03/2024.	In Progress
ACOH Potential CPSE 87: erroneous denials on some claims reporting right, left or bilateral modifiers.	01/11/24	76-Durable Medical Equipment Supplier	Estimated date of completion is 03/16/2024.	Adjustments estimated to be completed by 04/16/2024.	In Progress
ACOH Potential CPSE 88: Fee Schedules Updated for 1/1/2024 were not finished being loaded within 21 days. Fee Schedules changes still in progress: -Anesthesia -CPT & HCPCS level II changes -Dialysis -Community Behavioral Health Provider -Nursing Facility Rates -Private Duty Nursing rates -Transportation	01/11/24	00-All provider types	Fix will complete in stages between 1/16/2024 and 1/31/2024.	Adjustments estimated to be completed by 03/29/2024 due to volume.	In Progress
ACOH Potential CPSE 89: DME benefit limits inappropriately being applied.	01/16/24	76-Durable Medical Equipment Supplier	Estimated date of completion is 03/16/2024.	Adjustments estimated to be completed by 04/16/2024.	In Progress

*Last edited 1/16/2024.