



April 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
<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>12/15/2023 Update: We previously estimated</p>	<p>In Progress</p>

				<p>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>	
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<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>	<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>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> <p>3/15/2024 Update: A project for 4134 claims was submitted on 2/6/24. To date 3238 claims have been reprocessed however and an additional project is needed. We expect payments to complete within 60 days but recovery projects are also required. New estimated completion date is between 3/15/2023 and 7/15/2024.</p>	<p>In Progress</p>
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<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: 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>02/15/2024 Update: Fix completed on 01/22/2024.</p>	<p>Adjustments estimated to be completed by 6/03/2024 due to recovery letter process and volume.</p>	<p>In Progress</p>
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<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 11/16/2023. 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. 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 3/29/24 due to volume. 4/15/2024 Update: Our analysis confirmed this and CPSE 36 are related, the impacted claims population overlaps. As such, this issue is considered resolved and any claims impacted will be captured within the project submissions for CPSE 36. This issues root cause is resolved and it will now be removed from the May report.</p>	<p>complete</p>
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<p>ACOH Confirmed CPSE Issue 36: COB is not coordinating correctly for some claims due to system configuration needing updated.</p>	<p>6/1/2023</p>	<p>00-All provider types</p>	<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> <p>02/15/24 Update: Additional work is needed following initial testing. Estimated completion date is 2/29/2024.</p> <p>3/15/2024 Update: Fix completed on 3/12/2024.</p>	<p>Adjustments estimated to complete by 5/12/2024 due to volume.</p>	<p>In Progress</p>
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<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>Fix completed 1/4/23.</p>	<p>Adjustments for 6472 claims were completed on 2/27/2024. Remaining claims include recoveries and is estimated to be completed by 07/13/2024 due to letter period.</p> <p>04/15/2024 Update: we determined the recoveries were unrelated to the CPSE issue and all impacted claims were adjusted by 2/27/2024. This is now resolved and will be removed from the May report.</p>	<p>complete</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>02/15/2024 Update: Additional mapping was required, fix completed on 01/25/2024.</p>	<p>Adjustments involve recoveries. Due to volume and letter periods, estimated completion time is 5/20/2024.</p>	<p>In Progress</p>

<p>ACOH Confirmed 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, 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.</p> <p>3/15/2024 Update: Fix completed 3/7/2024.</p>	<p>Adjustments include recovery projects and payments. Due to letter period, completion is estimated for 7/7/2024.</p> <p>04/15/2024 Update: We determined recovery of the overpayments would be canceled. Underpayments completed on 04/02/2024. This is now resolved and will be removed from the May report.</p>	<p>complete</p>
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<p>ACOH CPSE 65: ER services denying for ORP.</p>	<p>09/27/23</p>	<p>00-All provider types</p>	<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> <p>2/15/24 Update: System fix is in testing. Additional time needed for finalizing. Estimated completion is 03/15/2024.</p> <p>3/15/24 Update: Fix completed on 3/7/2024.</p>	<p>Adjustments completed on 04/05/2024. This is now resolved and will be removed from the May report.</p>	<p>complete</p>
<p>ACOH Potential CPSE 70: BH coverage issue. TPL shows only BH policy as active.</p>	<p>10/16/23</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 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> <p>Fix completed on 4/8/2024.</p>	<p>Adjustments estimated to be completed by 5/15/2024.</p> <p>4/15/24: Our claims analysis confirmed only 2 claims for 2 TINs were impacted. Those claims were adjusted on 04/11/2024 but as this is under CPSE threshold this is considered resolved and will be removed from the May report.</p>	<p>complete</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>	10/19/23	00-All provider types	<p>Estimated date of completion is 12/19/2023 due to research needed. 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>3/15/2024 Update: 32 claims were adjusted on 12/12/23. Currently 11 of 141 claims pending recoupment. Due to manual review required estimated completion is 4/30/2024.</p>	In Progress
<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. 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> <p>02/15/2024 Update: This issue had overpayments and denied claims needing reprocessed payment. 949 claims were reprocessed for payment and completed as of 12/13/2023. The recovery project for the remaining claims is underway and manual review is required, which requires additional time. Due to claim volume and manual processing involved current estimate is 04/15/2024.</p> <p>04/15/2024 Update: We determined the recoveries were not part of the root cause of CPSE. All adjustments for payment were completed as of 02/29/2024. This is now resolved and will be removed from the May report.</p>	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	<p>Estimated date of completion is 01/31/2024.</p> <p>2/15/2024 Update: additional research and configuration required. New estimated fix date is 4/30/2024.</p>	<p>Adjustments estimated to be completed by 05/30/2024.</p>	In Progress

<p>ACOH Confirmed Issue 80: Anesthesia codes 00100-09990 denying as non-covered in error.</p>	<p>12/04/23</p>	<p>68-Anesthesia Assistant Individual 20-Physician/osteopath, individual</p>	<p>Fix completed on 1/4/2024. 03/15/24 Update: while validating projects we observed claims not processing as expected. Additional fix required. Estimated date of completion is 04/13/2024. 04/15/2024 Update: Fix completed on 3/28/24.</p>	<p>Adjustments estimated to be completed by 05/13/2024 due to volume.</p>	<p>In Progress</p>
<p>ACOH Confirmed CPSE 82: Erroneous limits applying on some claims for the following services: E&M, Pathology lab, Acupuncture, infusion, and hydration codes causing underpayments. 2/15/2024 Update: Description and provider type updated as additional codes & acupuncturists were discovered to be impacted by this issue's root cause.</p>	<p>12/12/23</p>	<p>01-Hospital (IP & OP) 23-Acupuncturist 79-Independent Diagnostic Testing Facility 80-Independent Laboratory 20-Physician/osteopath, individual 21-Professional Medical Group</p>	<p>Fix completed on 2/8/24.</p>	<p>Adjustments completed 3/27/2024. This is now resolved and will be removed from the May report.</p>	<p>complete</p>
<p>ACOH Confirmed CPSE 85: Some DME claims denying in error for non-covered service.</p>	<p>12/15/23</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Fix completed 1/10/2024. 03/15/2024: we previously reported that this was resolved but our claims analysis determined claims were not functioning as expected and additional updates needed. Estimated date of completion is 4/27/2024. 04/15/2024 Update: Fix completed on 3/28/24.</p>	<p>Adjustments estimated to be completed by 6/27/2024 due to volume.</p>	<p>In Progress</p>

<p>ACOH Potential CPSE 86: H0038 denying incorrectly for "No Authorization".</p>	<p>01/03/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Fix completed 2/19/2024. 04/15/2024 Update: previously reported closed but as we reviewed claims to be reprocessed additional configuration required. It completed on 3/29/2024.</p>	<p>Adjustments will be completed by 5/15/2024 due to manual review required.</p>	<p>In Progress</p>
<p>ACOH Confirmed CPSE 88: Fee Schedules Updated for 1/1/2024 were not finished being loaded within 21 days. Fee Schedules changes still in progress: -Anesthesia -Ambulance -CPT & HCPCS level II changes -Dialysis -Community Behavioral Health Provider -Nursing Facility Rates -Private Duty Nursing rates -Transportation -CCR/CCA Rates 3/15/2024 Update: edited description to include Ambulance Fee Schedule. The update required revision.</p>	<p>01/11/24</p>	<p>00-All provider types</p>	<p>Fix completed 2/1/2024. 3/15/2024 Update: We identified a Fee Schedule whose update did not process correctly in the prior configuration for this issue. Fix estimated to complete on 04/15/2024. 04/15/2024 Update: Fix completed 4/9/2024.</p>	<p>Previously estimated to be completed by 03/29/2024 due to volume. However adjustments include multiple projects for payments, and overpayments and additional time is needed. Remaining adjustments and overpayments are expected to complete between 4/15/2024 and 07/15/2024 due to letter period. Adjustments completed 04/11/2024. We determined no recoveries were needed. This is now resolved and will be removed from the May report.</p>	<p>complete</p>
<p>ACOH Potential CPSE 91: Erroneous denials on acupuncture claims.</p>	<p>01/19/24</p>	<p>20-Physician/osteopath, individual 23-Acupuncturist 27-Chiropractor Individual</p>	<p>Fix completed on 3/11/2024. 4/15/2024 Update: Previously reported system fix on 3/11/2024. However additional system update later identified. Fix completed on 4/2/24.</p>	<p>Adjustments estimated to be completed by 05/02/2024.</p>	<p>In Progress</p>

ACOH CPSE 92: Erroneous denials on some maternity claims for no authorization.	01/22/24	20-Physician/osteopath, individual 21-Professional Medical Group 24-Physician Assistant 71-Nurse Midwife Individual	Fix completed on 03/13/2024.	Adjustments completed 04/6/2024. This is now resolved and this will be removed from the May report.	complete
ACOH CPSE 93: Incorrect payments for G0108 and G0109.	01/23/24	20-Physician/osteopath, individual	Fix completed on 2/21/2024.	Adjustments completed on 3/27/24. This is now resolved and will be removed from the May report.	complete
ACOH Potential CPSE 94: Overpayments on claims with readmissions.	01/25/24	01-Hospital (IP & OP)	Estimated date of completion is 03/25/2024. 04/15/2024 Update: Additional time needed for configuration. Estimated completion date is 05/15/2024.	Adjustments are recoveries and estimated to be completed by 9/12/2024.	In Progress
ACOH CPSE 95: Behavioral health claims being paid for members enrolled in Ohio Rise in error, resulting in overpayment.	02/02/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Previously reported estimated fix date of 4/2/2024, however additional configuration is in progress. Estimated completion is now 05/15/2024.	Adjustments are recoveries and estimated to be completed by 9/12/2024.	In Progress
ACOH CPSE Issue 97: Change Healthcare outage. This resulted in a temporary suspension of submission and remittance advice functionality. As a note, this is not an error in payment but rather delaying payment while the issue is being resolved.	02/23/24	00-All provider types	We are exploring workarounds while we await updates from Change Healthcare. Tentative to those updates, we estimate a fix to be in place by 4/23/2024.	Adjustments estimated to be completed by 06/23/2024.	In Progress

<p>ACOH Confirmed CPSE 98: Erroneous denials for diagnosis code missing or invalid on FQHC claims unrelated to Behavioral Health.</p> <p>04/15/2024 Update: Previously reported: "Erroneous place of service denials for FQHC claims." Edited description to more accurately reflect issue.</p>	02/29/24	12-Federally Qualified Health Center	Fix completed 3/26/24.	Adjustments completed on 4/11/2024. This is now resolved and will be removed from the May report.	complete
<p>ACOH Potential CPSE 99: Errors in System limit configuration for codes in range of G0480-G0483.</p> <p>4/15/2024 Update: Description updated for improved accuracy.</p>	03/07/24	<p>20-Physician/osteopath, individual</p> <p>21-Professional Medical Group</p> <p>38-Private Duty Non-Agency RN or LPN</p> <p>54-Licensed Independent Chemical Dependency Counselor</p> <p>65-Clinical Nurse Specialist Individual</p> <p>95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	Estimated date of completion is 5/7/2024.	Adjustments estimated to be completed by 06/07/2024.	In Progress
<p>ACOH Potential CPSE 100: claims spanning 2023 and 2024 are not processing correctly.</p>	03/15/24	00-All provider types	Estimated date of completion is 5/15/2024.	Adjustments estimated to be completed by 06/15/2024.	In Progress
<p>ACOH CPSE Issue 101: A project for labor analgesics was processed with the incorrect formula, resulting in an underpayment to 37 providers.</p>	04/11/24	<p>73-Certified Registered Nurse Anesthetist (CRNA) Individual</p> <p>21-Professional Medical Group</p>	There was no systemic issue but rather an single incident of manual error. Education provided on 4/11/2024.	Adjustments estimated to be completed by 05/26/2024 due to some required manual review.	In Progress
<p>ACOH CPSE Issue 102: Claims for B4153 erroneously denying for "Max Frequency met".</p>	04/14/24	76-Durable Medical Equipment Supplier	Estimated date of completion is 5/14/2024.	Adjustments estimated to be completed by 06/14/2024.	In Progress

*Last edited 4/15/2024.