



May 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>Complete</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> <p>5/15/2024 Update: Project completed on 4/26/2024. This is now resolved and will be removed from the June Report.</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>	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> <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>	In Progress
<p>ACOH CPSE Issue 22: Some claims for H0006, H0036, H2017, and H2019 are paying at beyond unit limits maximums.</p>	4/24/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	<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>Adjustments estimated to be completed by 6/03/2024 due to recovery letter process and volume.</p>	In Progress

			<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>2/15/2024 Update: Fix completed on 1/22/2024.</p>		
<p>ACOH Confirmed CPSE Issue 36: COB is not coordinating correctly for some claims due to system configuration needing updated.</p>	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> <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>5/15/2024 Update: Adjustments still underway due to some manual review required. Estimated completion is now 6/24/24.</p>	In Progress
<p>ACOH Potential CPSE 53: Hospice claims for T2042 are being overpaid on claims with stays</p>	08/16/23	44-Hospice	<p>Fix completed on 12/27/23.</p> <p>02/15/2024 Update: Additional mapping was required, fix completed on 1/25/2024.</p>	<p>Adjustments involve recoveries. Due to volume and letter periods, estimated completion time is 5/20/2024.</p>	In Progress

<p>over 60 days.</p> <p>1/16/24 Update: added detail to description reflecting claims over 60 days affected.</p>					
<p>ACOH Confirmed 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.</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>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> <p>5/15/2024 Update: Adjustments completed 4/25/2024. This is now resolved and will be removed from the June 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>5/15/2024: Configuration is still underway and additional time is needed. New estimated fix date is 6/30/2024.</p>	<p>Adjustments estimated to be completed by 7/30/2024.</p>	In Progress
<p>ACOH Confirmed Issue 80: Anesthesia codes 00100-09990</p>	12/04/23	68-Anesthesia Assistant Individual 20-	<p>Fix completed on 1/4/2024.</p> <p>3/15/24 Update: while validating projects we observed claims not processing as expected.</p>	<p>Adjustments completed on 4/25/2024. This is now</p>	Complete

denying as non-covered in error.		Physician/osteopath, individual	Additional fix required. Estimated date of completion is 04/13/2024. 4/15/2024 Update: Fix completed on 3/28/24.	considered resolved and will be removed from the June report.	
ACOH Confirmed CPSE 85: Some DME claims denying in error for non-covered service.	12/15/23	76-Durable Medical Equipment Supplier	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. 4/15/2024 Update: Fix completed on 3/28/24.	Adjustments completed on 4/25/2024. This is now resolved and will be removed from the June report.	Complete
ACOH Confirmed 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	Fix completed 2/19/2024. 4/15/2024 Update: previously reported closed but as we reviewed claims to be reprocessed additional configuration required. It completed on 3/29/2024.	Adjustments completed by 5/09/2024 . This is now resolved and will be removed from the June report.	Complete
ACOH Confirmed CPSE 91: Erroneous denials on acupuncture claims.	01/19/24	20-Physician/osteopath, individual 23-Acupuncturist 27-Chiropractor Individual	Fix completed on 3/11/2024. 4/15/2024 Update: Previously reported system fixed on 3/11/2024. However additional system update later identified. Fix completed on 4/2/24.	Adjustments completed on 4/17/2024. This is now resolved and will be removed from the June 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 due to lettering requirements are estimated to be completed by 9/12/2024.	In Progress

			5/15/2024 Update: additional time needed for configuration. Estimated completion date is 6/15/2024.		
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. 5/15/24 update: Fix completed 4/25/2024.	Adjustments are recoveries and due to lettering requirements, 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. 5/15/2024 Update: Fix completed 5/10/24.	No adjustments are needed as this is not an error resulting in underpayment but delayed Remittance advice. Remittance advices that were unavailable during the outage are available as of 5/10/2024. This is now resolved and will be removed from the June report.	Complete
ACOH Potential CPSE 99: Errors in System limit configuration for codes in range of G0480-G0483. 4/15/2024 Update: Description updated for improved accuracy.	03/07/24	20-Physician/osteopath, individual 21-Professional Medical Group 38-Private Duty Non-Agency RN or LPN 54-Licensed Independent Chemical Dependency Counselor	Estimated date of completion is 5/7/2024. 5/15/24 Update: Additional time to configure system required. Estimated fix date is 7/7/2024.	Adjustments estimated to be completed by 8/07/2024.	In Progress

		65-Clinical Nurse Specialist Individual 95-ODADAS Certified/Licensed (SUD) Treatment Program			
ACOH Potential CPSE 100: claims spanning 2023 and 2024 are not processing correctly.	03/15/24	00-All provider types	Estimated date of completion is 5/15/2024. 5/15/24 Update: Additional research and configuration needed, estimated fix date is 07/15/2024.	Adjustments estimated to be completed by 8/15/2024.	In Progress
ACOH CPSE Issue 101: A project for labor analgesics was processed with the incorrect formula, resulting in an underpayment to 37 providers.	04/11/24	73-Certified Registered Nurse Anesthetist (CRNA) Individual 21-Professional Medical Group	There was no systemic issue but rather an single incident of manual error. Education provided on 4/11/2024.	Adjustments completed on 4/22/2024. This is now resolved and will be removed from the June report.	Complete
ACOH CPSE Issue 102: Claims for B4153 erroneously denying for "Max Frequency met".	04/14/24	76-Durable Medical Equipment Supplier	Fix completed on 5/11/2024.	Adjustments estimated to be completed by 06/11/2024.	In Progress
ACOH CPSE Issue 103: Incorrect payment calculations for T2046 claims resulting in underpayment.	04/16/24	44-Hospice	Fix completed on 4/24/2024.	Adjustments completed on 5/1/2024. This is now resolved and will be removed from the June report.	Complete
ACOH Potential CPSE 104: ORP logic system issues causing erroneous denials.	04/17/24	20-Physician/osteopath, individual	Estimated date of completion is 8/10/2024.	Adjustments estimated to be completed by 07/17/2024.	In Progress

<p>ACOH CPSE Issue 105: 01/01/2024 Transportation rates updates omitted codes A0430, A0434, A0434, and A0435 in error causing underpayments.</p>	04/22/24	82-Ambulance	Fix completed 5/2/2024.	Adjustments completed on 05/14/2024. This is now resolved and will be removed from the June report.	Complete
<p>ACOH CPSE 106: TPL exclusion updates are needed. This includes but is not limited to Rev Code 101 and 658 when billed in a LTC setting. A full review of the system is being completed to ensure all codes are updated accordingly and any underpayments remediated.</p> <p>6/15/2024 Update: edited the description for improved accuracy.</p>	04/29/24	86-Nursing Facility 44-Hospice	Estimated date of completion is 6/29/2024.	Adjustments estimated to be completed by 07/29/2024.	In Progress
<p>ACOH Potential CPSE 107: Vaccine Admin Code for members under the age of 21 are being erroneously</p>	05/06/24	20-Physician/osteopath, individual	Estimated date of completion is 6/06/2024.	Adjustments estimated to be completed by 08/06/2024.	In Progress

denied for a primary carrier EOB.					
ACOH Potential CPSE 108: Claims for H0040, when billed by unlicensed provider types: 960, 961, and 962 are denying incorrectly.	05/14/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 7/14/2024.	Adjustments estimated to be completed by 8/14/2024.	In Progress
ACOH CPSE 109: Some hospital claims may be paying incorrectly without the required HAS documentation.	05/15/24	01-Hospital (IP & OP)	Estimated date of completion is 7/15/2024.	Adjustments estimated to be completed by 8/15/2024.	In Progress

*Last edited 05/15/2024.