



**July 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 <b>Confirmed</b> 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.            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</p>	<p>In Progress</p>

				<p>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>7/15/2024 Update: During our project validation we determined additional overpayments. Due to letter requirements, new estimated completion date is 11/15/2024.</p>	
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<p>ACOH <b>Potential</b> CPSE 78: Units not transferring over from EDI image to claim in system correctly, resulting in underpayments.</p>	<p>12/01/23</p>	<p>76-Durable Medical Equipment Supplier</p>	<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>6/15/2024 Update: Configuration is still underway and additional time is needed. New estimated fix date is 8/30/2024.</p>	<p>Adjustments estimated to be completed by 9/30/2024.</p>	<p>In Progress</p>
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<p>ACOH <b>Potential</b> CPSE 94: Overpayments on claims with readmissions.</p>	<p>01/25/24</p>	<p>01-Hospital (IP &amp; OP)</p>	<p>Estimated date of completion is 03/25/2024.</p> <p>04/15/2024 Update: Additional time needed for configuration. Estimated completion date is 05/15/2024.</p> <p>5/15/2024 Update: additional time needed for configuration. Estimated completion date is 6/15/2024.</p> <p>06/15/2024 Update: additional time needed for configuration. Estimated completion date is 7/15/2024.</p> <p>7/15/24 Update: Fix completed on 7/1/2024.</p>	<p>Adjustments are recoveries and due to lettering requirements are estimated to be completed by 11/15/2024.</p>	<p>In Progress</p>
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<p>ACOH CPSE 95: Behavioral health claims being paid for members enrolled in Ohio Rise in error, resulting in overpayment.</p>	<p>02/02/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Previously reported estimated fix date of 4/2/2024, however additional configuration is in progress. Estimated completion is now 05/15/2024.</p> <p>5/15/24 update: Fix completed 4/25/2024.</p>	<p>Adjustments are recoveries and due to lettering requirements, estimated to be completed by 9/12/2024.</p>	<p>In Progress</p>
<p>ACOH <b>Potential</b> CPSE 99: Errors in System limit configuration for drug screening codes causing overpayments for claims with codes: 80305, 80306, 80307, G0480, and G0481.</p> <p>4/15/2024 Update: Description updated for improved accuracy.</p> <p>06/15/2024 Update: Description updated to include drug screening codes.</p> <p>7/15/2024 Update: Our research determined this is causing overpayments not underpayments. Updated description.</p>	<p>03/07/24</p>	<p>20-Physician/osteopath, individual 21-Professional Medical Group 38-Private Duty Non-Agency RN or LPN 54-Licensed Independent Chemical Dependency Counselor 65-Clinical Nurse Specialist Individual 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Estimated date of completion is 5/7/2024.</p> <p>5/15/24 Update: Additional time to configure system required. Estimated fix date is 7/7/2024.</p> <p>7/15/2024 Update: Additional configuration is ongoing. New estimated fix date is 09/15/2024.</p>	<p>Adjustments estimated to be completed by 10/15/2024.</p>	<p>In Progress</p>

<p>ACOH <b>Potential</b> CPSE 100: claims spanning 2023 and 2024 are not processing correctly.</p>	<p>03/15/24</p>	<p>00-All provider types</p>	<p>Estimated date of completion is 5/15/2024.</p> <p>5/15/24 Update: Additional research and configuration needed, estimated fix date is 07/15/2024.</p> <p>7/15/24 Update: Fix completed on 7/12/2024.</p>	<p>Adjustments estimated to be completed by 8/12/2024.</p>	<p>In Progress</p>
<p>ACOH <b>Potential</b> CPSE 104: ORP logic system issues causing erroneous denials on order/rendering (status K) providers.</p> <p>6/15/24 Update: Updated description for improved accuracy.</p>	<p>04/17/24</p>	<p>20-Physician/osteopath, individual</p>	<p>Estimated date of completion is 8/10/2024.</p>	<p>Adjustments estimated to be completed by 9/10/2024.</p>	<p>In Progress</p>
<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>	<p>04/29/24</p>	<p>86-Nursing Facility 44-Hospice</p>	<p>Estimated date of completion is 6/29/2024.</p> <p>6/15/2024 Update: Fix is still underway. Estimated completion date is 7/15/2024.</p> <p>7/15/2024 Update: Fix is still underway. Estimated completion date is 8/15/2024.</p>	<p>Adjustments estimated to be completed by 9/15/2024.</p>	<p>In Progress</p>

<p>ACOH <b>Potential</b> CPSE 108: Claims for H0040, when billed by unlicensed provider types: 960, 961, and 962 are denying incorrectly.</p>	<p>05/14/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Fix completed 6/10/2024.  7/15/2024 Update: During adjustments claims were not processing as expected. Additional configuration required. New estimated completion of fix is 8/15/2024.</p>	<p>Adjustments estimated to be completed by 9/15/2024.</p>	<p>In Progress</p>
<p>ACOH CPSE 109: Some hospital claims may be paying incorrectly without the required HAS documentation.</p>	<p>05/15/24</p>	<p>01-Hospital (IP &amp; OP)</p>	<p>Estimated date of completion is 7/15/2024.  Fix completed on 7/2/2024.</p>	<p>Adjustments estimated to be completed by 8/2/2024.</p>	<p>In Progress</p>
<p>ACOH CPSE 110: Underpayments due to 1.1.24 BH Fee schedule updates not applied to all impacted agreements.</p>	<p>05/16/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Fix completed 6/10/2024.</p>	<p>Adjustments estimated to be completed by 7/10/2024.  7/15/2024 Update: Additional impacted claims were identified. One project completed 7/6/24 but a second adjustment project is underway. Estimated completion date is 08/15/2024.</p>	<p>In Progress</p>
<p>ACOH CPSE 111: Supervising and Rendering codes were omitted in error during a fee schedule update causing underpayments of claims for procedure code 90834.</p>	<p>05/22/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Fix completed on 6/4/2024.</p>	<p>Adjustments estimated to be completed by 9/7/2024 due to volume and manual review required.</p>	<p>In Progress</p>

ACOH <b>Potential</b> CPSE 113: Erroneous COB denials on claims for ABA codes: 97151,97152,0362T,97153,97154,97155,97156, 97157,97158, and 0373T.	05/28/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed 6/6/24.	Adjustments estimated to be completed by 7/6/2024.  7/15/24 Update: Adjustments completed on 6/24/2024. This is now resolved and will be removed from the August report.	Complete
ACOH <b>Potential</b> CPSE 114: Maternity claims denying for no auth incorrectly based on revenue code.	06/03/24	01-Hospital (IP & OP)	Estimated date of completion is 8/3/2024.	Adjustments estimated to be completed by 9/3/2024.	In Progress
ACOH <b>Potential</b> CPSE 115: SNF claims paying Patient liability in error.	06/05/24	86-Nursing Facility 44-Hospice	Estimated date of completion is 8/5/2024.	Adjustments estimated to be completed by 9/5/2024.	In Progress
ACOH <b>Potential</b> CPSE 116: Erroneous denials for specialty type causing underpayments for providers who are DME, Infusion, and home health service providers.	06/05/24	01-Hospital (IP & OP) 23-Acupuncturist 79-Independent Diagnostic Testing Facility 80-Independent Laboratory 20-Physician/osteopath, individual 21-Professional Medical Group 16 & 60-Home Health Agency 76-Durable Medical Equipment Supplier	Estimated date of completion is 8/5/2024.	Adjustments estimated to be completed by 9/5/2024.  7/15/24 Update: Our final analysis and claims review determined no claims were underpaid and denials are appropriate. As such this is not a CPSE and will be removed from the August report.	Complete
ACOH <b>Potential</b> CPSE 117: Underpayment on claims for T1000.	06/14/24	86-Nursing Facility	Estimated date of completion is 8/14/2024.  7/15/24 Update: Upon further review	Adjustments estimated to be completed by 9/14/2024.  7/15/24 Update: This is not a true CPSE and will be removed from the August report.	Complete



			it was determined that this not a CPSE.		
ACOH <b>Potential</b> CPSE 118: Erroneous denials for CANS Assessment code H2000.	06/17/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 8/17/2024.	Adjustments estimated to be completed by 9/17/2024.	In Progress
ACOH <b>Potential</b> CPSE 119: Underpayments on claims for H0038.	07/12/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 9/12/2024.	Adjustments estimated to be completed by 10/12/2024.	In Progress
ACOH CPSE 120: An additional complication arising from the Change Healthcare data breach (previously reported as ACOH CPSE Issue 97: Change Healthcare outage which interrupted remittance advice function on the March 2024 report) has also impacted the Direct Data Entry of claims and is currently unavailable to providers.	07/24/25	00-All provider types	Estimated date of completion is 11/24/2024.	Adjustments estimated to be completed by 1/24/2025.	In Progress

\*Last edited 7/26/2024.