



May 2025 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	Line of Business	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 109: Some hospital claims may be paying incorrectly without the required HAS documentation.	Medicaid	05/15/24	01-Hospital (IP & OP)	<p>Estimated date of completion is 7/15/24, 8/15/24 and 9/16/24.</p> <p>Fix completed on 7/2/24.</p>	<p>2/26/2025: Recovery project accepted, and letters mailed to impacted provider. Retraction of will begin by 5/26/2025.</p> <p>1/13/2025 Update: Still on target for recoveries to be completed on 4/15/2025.</p> <p>11/15/24 Update: Received HAS documentation is being validated and involves some manual work. Recovery submissions are in progress, and we estimate claims will be</p>	In progress

					<p>completed by 4/15/25.</p> <p>8/15/24 Update: We have outreached providers impacted to allow them to send in completed HAS documentation during a 30 day grace period. No recoveries will be performed until after that point. We estimate completion of any recoveries for unresolved claims forms to be completed by 12/15/24.</p>	
<p>ACOH CPSE 135: Updates needed for Behavioral Health home and community places of service configuration causing incorrect payments and/or denials.</p>	<p>Medicaid</p>	<p>10/23/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>4/11/2025 Update: upon reviewing some claim results we are finding additional updates are needed to fix. New target completion date is 5/30/2025.</p> <p>1/13/2025 Update: System updated however upon reviewing some claim results we are finding additional updates are needed</p>	<p>Adjustments estimated to be completed by 6/30/2025.</p>	<p>In progress</p>

				to fix. New target completion date is 3/24/2025. 11/13/2025 Update: Original date of system update was targeted for 12/23/24..		
ACOH CPSE 136: Overpayment of claims for H0036 and H0006.	Medicaid	10/31/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	System Fix completed 11/27/2024	Adjustments for underpayment made completed 4/23/2025 Adjustment for overpayments completed by 9/9/2025.	In progress
ACOH CPSE 147: Prior authorization lookup tool data mismatch resulting in incorrect information that could potentially impact the lack of payment on a claim.	Medicaid	12/10/2024	00-All provider types	Fix estimated to be completed by 7/10/2025	Adjustments estimated to be completed by 8/10/2025.	In progress
ACOH CPSE 150: Overpayments due to claims being paid erroneously as for Medicare Part C members .	Medicaid	12/18/2024	00-All provider types	Fix estimated to be completed by 5/30/2025.	Adjustments estimated to be completed by 9/30/2025 because this is a recovery project.	In progress
ACOH CPSE 152: Claims for labor and delivery	Medicaid	1/31/2025	01-Hospital (Inpatient)	Fix estimated to be completed 7/1/2025 due to	Adjustments estimated to be completed by 7/1/2025.	In progress

erroneously denied for no authorization.				implementation of the Reimbursement Policy.		
ACOH CPSE 153: SNF Bedhold days erroneously denied for no authorization prior to the 30 day benefit limit.	Medicaid	2/7/2025	86-Nursing Facility	Fix completed 4/23/2025.	Adjustments completed 4/23/2025. This will be removed from June's report.	Completed
ACOH CPSE 154: Claims where the member has commercial insurance listed as the primary carrier are paying without requiring an EOB.	Medicaid	2/12/2025	00-All provider types	Fix estimated to be completed by 7/15/2025.	Adjustments estimated to be completed by 8/15/2025	In progress
ACOH CPSE 155: Erroneous recoveries impacting TPL bypass services.	Medicaid	2/12/2025	00-All provider types	Fix estimated to be completed by 6/30/2025	Currently running weekly manual processing to avoid incorrect recoveries. Adjustments estimated to be completed by 7/30/2025.	In progress
ACOH CPSE 156: CPT codes that are on the TPL exclusion/bypass list are denying for an EOB in error. A total of 37 codes that impact Medicare and 48 that impact both Medicare and commercial as primary. This includes but is not limited to T1003.	Medicaid	3/4/2025	00-All provider types	2-part correction needed Fix 1: Completed 4/15/2025 Fix 2: To be completed by 6/20/2025	2-projects needed to complete Project 1: Completed Project 2: Adjustments estimated to be completed by 10/30/2025 due to recoveries.	In progress

ACOH CPSE 157: Erroneous denials for member eligibility due to an Issue identified on the 834 file being shared by ODM.	Medicaid	2/28/2025	00-All provider types	Fix estimated to be completed by 6/29/2025	Adjustments estimated to be completed by 7/29/2025. Weekly sweeps of impacted claims are being done for auto reprocessing for the next 6 weeks.	In progress
ACOH CPSE 158: Erroneous denials when Z9911 is billed as the admitting/principle DX code for ventilator services (Rev Code 410/419).	Medicaid	3/25/2025	86-Nursing Facility	Fix completed 4/4/2025	Adjustments completed 5/13/2025. This will be removed from June's report	Completed
ACOH CPSE 159: Home Health skilled therapy codes not paying the base rate when less than 4 units are billed.	Medicaid	3/25/2025	16 & 60-Home Health Agency	Fix estimated to be completed by 5/25/2025	Adjustments estimated to be completed by 6/25/2025	In progress
ACOH CPSE 160: Unclassified J codes denying due to CMS Labeler validation although auth was obtained.	Medicaid	4/11/2025	00-All provider types	Fix estimated to be completed by 7/25/2025	Adjustments estimated to be completed by 6/25/2025	In progress
ACOH CPSE 161: Edit not reducing rate appropriately causing an overpayment.	Medicaid	4/14/2025	00-All provider types	Fix Completed 3/12/2025	Adjustments estimated to be completed by 9/30/2025 due to recoveries	In progress
ACOH CPSE 162: NCCI PTP edits causing inappropriate denials when services are billed	Medicaid	5/8/2025	00-All provider types	Fix estimated to be completed by 6/22/2025	Adjustments estimated to be completed by 7/22/2025	In progress

on the same day by 2 different providers.						
ACOH CPSE 163: Underpayment for Hospice services provided within certain member counties.	Medicaid	5/8/2025	44-Hospice	Fix estimated to be completed by 5/25/2025	Adjustments estimated to be completed by 6/25/2025	In progress
ACOH CPSE 164: Inappropriate denials of p10-Invalid POS for E&M Services.	Medicaid	4/28/2025	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed 4/29/2025	Adjustments estimated to be completed by 5/29/2025.	In progress
ACOH CPSE 165: Erroneous denials of p03-Invalid Diagnosis code when H0038 is being billed.	Medicaid	5/8/2025	84-Ohio Department of Mental Health (Community Mental Health) Provider	Fix estimated to be completed 6/15/2025	Adjustments estimated to be completed by 7/15/2025.	In progress

*Last edited 05/15/2025.