



June 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)	Estimated date of completion is 7/15/24, 8/15/24 and 9/16/24. June Update: Fix completed on 7/2/24.	6/13/2025: Claims have begun recovering project to be completed by 6/30/2025. 2/26/2025: Recovery project accepted, and letters mailed to impacted provider. Retraction of will begin by 5/26/2025. 1/13/2025 Update: Still on target for recoveries to be completed on 4/15/2025. 11/15/24 Update: Received HAS documentation is being validated and involves some manual work. Recovery submissions are	In progress

					<p>in progress, and we estimate claims will be 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>	
ACOH CPSE 135: Updates needed for Behavioral Health home and community places of service configuration causing incorrect payments and/or denials.	Medicaid	10/23/24	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed 6/9/2025.	Adjustments estimated to be completed by 7/19/2025 due to the volume of claims (2023-present).	In progress

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 estimated to be 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 8/20/2025.	Adjustments estimated to be completed by 9/20/2025.	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 6/30/2025.	Adjustments estimated to be completed by 10/30/2025 because this is a recovery project.	In progress
ACOH CPSE 152: Claims for labor and delivery erroneously denied for no authorization.	Medicaid	1/31/2025	01-Hospital (Inpatient)	Fix estimated to be completed 7/1/2025 due to implementation of the Reimbursement Policy.	Adjustments estimated to be completed by 7/1/2025.	In progress

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: Estimated 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	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	In progress

Issue identified on the 834 file being shared by ODM.					being done for auto reprocessing for the next 6 weeks.	
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 completed 5/25/2025.	Adjustments estimated to be completed by 6/25/2025.	In progress
ACOH CPSE 160: Unclassified Jcodes denying due to CMS Labeler validation although auth was obtained.	Medicaid	4/11/2025	00-All provider types	Fix estimated to be completed by 7/15/2025.	Adjustments estimated to be completed by 8/15/2025.	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 on the same day by 2 different providers.	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
ACOH CPSE 163: Underpayment for Hospice services	Medicaid	5/8/2025	44-Hospice	Fix completed 6/3/2025.	Adjustments completed 6/11/2025. This is complete and will be	Completed

provided within certain member counties.					removed from July's Report.	
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 completed 5/16/2025. This is complete and will be removed from July's Report.	Completed
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 on 6/30/2025.	Adjustments estimated to be completed by 7/30/2025.	In progress
ACOH CPSE 166: SNF R&B Claims being reimbursed at incorrect rate.	Medicaid	5/30/2025	86-Nursing Facility	Fix estimated to be completed on 6/30/2025.	Adjustments estimated to be completed by 7/30/2025.	In progress
ACOH CPSE 167: Erroneous denials on SNF add on code as inclusive or for authorization.	Medicaid	5/30/2025	86-Nursing Facility	Fix estimated to be completed on 7/4/2025.	Adjustments estimated to be completed by 8/4/2025.	In progress
ACOH CPSE 168: Home Health skilled therapy codes rolling up when more than 1	Medicaid	6/9/2025	60-Home Health Agency	Fix estimated to be completed by 7/16/2025.	Adjustments estimated to be completed by 8/16/2025.	In progress

visit is billed on the same day. System not recognizing modifiers.						
ACOH CPSE 169: A change within dental system configuration caused certain codes to bypass clinical review and were approved.	Medicaid	6/2/2025	30-Dentist, Individual, 31-Professional Dental Group	Fix completed 3/27/2025.	There will be no adjustments made to the overpaid claims.	Completed
ACOH CPSE 170: Erroneous add-on code denials due to 1/1/2023 primary code list changes not being updated.	Medicaid	6/4/2025	00-All provider types	Fix Completed 11/24/2024.	Adjustments estimated to be completed by 7/20/2025.	In progress

***Last edited 6/23/2025.**