



July 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)	Fix completed on 7/2/24.	6/13/2025: Claims have begun recovering project to be completed by 6/30/2025.	In Progress
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.	In Progress

ACOH CPSE 136: Overpayment of claims for H0036 and H0006.	Medicaid	10/31/24	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	12/10/24	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	12/18/24	00-All provider types	Fix estimated to be completed by 8/30/2025.	Adjustments estimated to be completed by 11/30/2025 due to recovery of claims payment.	In Progress
ACOH CPSE 152: Claims for labor and delivery erroneously denied for no authorization.	Medicaid	01/31/25	01-Hospital (Inpatient)	Fix completed 7/1/2025 due to implementation of the Reimbursement Policy.	Adjustments were completed 7/1/2025. This will be removed from August Report.	Completed
ACOH CPSE 154: Claims where the member has commercial insurance listed as the primary carrier are	Medicaid	02/12/25	00-All provider types	Fix estimated to be completed by 8/30/2025.	Adjustments estimated to be completed by 11/30/2025 due to recovery of claims payment.	In Progress

paying without requiring an EOB.						
ACOH CPSE 155: Erroneous recoveries impacting TPL bypass services	Medicaid	02/12/25	00-All provider types	Fix completed 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	03/04/25	00-All provider types	2-part correction needed Fix 1: Completed 4/15/2025. Fix 2: Estimated to be completed by 8/30/2025.	2-projects needed to complete Project 1: Completed Project 2: Adjustments estimated to be completed by 11/30/2025 due to recoveries.	In Progress
ACOH CPSE 157: Erroneous denials for member eligibility due to an Issue identified on the 834 files being shared by ODM.	Medicaid	02/28/25	00-All provider types	Fix estimated to be completed by 7/31/2025.	Adjustments estimated to be completed by 8/31/2025. Weekly sweeps of impacted claims are being done for auto reprocessing for the next 10 weeks.	In Progress
ACOH CPSE 159: Home Health skilled therapy codes not paying the base rate when less than 4 units are billed.	Medicaid	03/25/25	16 & 60-Home Health Agency	Fix completed 5/25/2025.	Adjustments were completed 6/13/2025. This will be removed from August Report.	Completed

ACOH CPSE 160: Unclassified J-codes denying due to CMS labeler validation when authorization was obtained.	Medicaid	04/11/25	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	04/14/25	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	05/08/25	00-All provider types	Fix completed on 6/22/2025.	Adjustments estimated to be completed by 7/22/2025.	In Progress
ACOH CPSE 165: Erroneous denials of p03-Invalid Diagnosis code when H0038 is being billed	Medicaid	05/08/25	84-Ohio Department of Mental Health (Community Mental Health) Provider	Fix Completed 5/17/2025.	Adjustments completed 5/26/2025. This will be removed from August Report.	Completed
ACOH CPSE 166: SNF R&B Claims being reimbursed at incorrect rate.	Medicaid	05/30/25	86-Nursing Facility	Fix 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	05/30/25	86-Nursing Facility	Fix 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 visit is billed on the same day. System not recognizing modifiers.	Medicaid	06/09/25	60-Home Health Agency	Fix completed on 7/16/2025.	Adjustments estimated to be completed by 8/16/2025.	In Progress

ACOH CPSE 170: Erroneous add-on code denials due to 1/1/2023 primary code list changes not being updated.	Medicaid	06/04/25	00-All provider types	Fix was completed on 11/24/2024.	Adjustments estimated to be completed by 7/30/2025.	In Progress
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***Last edited 7/13/2025.**