



### August 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         | 15-May-24                      | 01-Hospital (IP & OP)  | Fix was completed on 7/2/2024.              | Adjustments completed on 7/20/2025. Will be removed from September's Report.  | Completed   |
| ACOH CPSE 135: Updates needed for Behavioral Health home and community places of service configuration causing incorrect payments and/or denials.             | Medicaid         | 23-Oct-24                      | 84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program | Fix was completed 6/9/2025.                 | Adjustments completed on 7/19/2025. Will be removed from September's Report.  | Completed   |
| ACOH CPSE 136: Overpayment of claims for H0036 and H0006.   | Medicaid         | 31-Oct-24                      | 84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program | System fix was 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         | 10-Dec-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 |

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| ACOH CPSE 150:<br>Overpayments due to claims being paid erroneously as for Medicare Part C members .  | Medicaid | 18-Dec-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 154: Claims where the member has commercial insurance listed as the primary carrier are paying without requiring an EOB.  | Medicaid | 12-Feb-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 |
| ACOH CPSE 155: Erroneous recoveries impacting TPL bypass services   | Medicaid | 12-Feb-25 | 00-All provider types | System fix was completed 6/30/2025.   | Currently running weekly manual processing to avoid incorrect recoveries. Adjustments estimated to be completed by 8/23/2025.  | 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 | 04-Mar-25 | 00-All provider types | 2-part correction needed<br>Fix 1: Completed 4/15/2025.<br>Fix 2: Estimated to be completed by 8/30/2025. | 2-projects needed to complete:<br>Project 1: Completed<br>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 file being shared by ODM.   | Medicaid | 28-Feb-25 | 00-All provider types | System fix was completed 7/15/2025.   | Since monthly sweeps of retro enrollment updates were preformed, no claims were denied in error. This is now resolved and will be removed from the September report. | Completed   |
| ACOH CPSE 160: Unclassified J-codes denying due to CMS labeler validation when authorization was obtained.  | Medicaid | 11-Apr-25 | 00-All provider types | Fix estimated to be completed by 9/25/2025.   | Adjustments estimated to be completed by 10/25/2025.   | In Progress |

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| ACOH CPSE 161: Edit not reducing rate appropriately causing an overpayment  | Medicaid | 14-Apr-25 | 00-All provider types  | System fix was 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 | 08-May-25 | 00-All provider types  | System fix was completed 6/22/2025.         | Adjustments estimated to be completed by 8/22/2025.                          | In Progress |
| ACOH CPSE 166: SNF R&B Claims being reimbursed at incorrect rate.   | Medicaid | 30-May-25 | 86-Nursing Facility  | Fix completed on 6/30/2025.                 | Adjustments completed on 7/13/2025. Will be removed from September's Report. | Completed   |
| ACOH CPSE 167: Erroneous denials on SNF add on code as inclusive or for authorization.  | Medicaid | 30-May-25 | 86-Nursing Facility  | System fix was completed 7/4/2025.          | Adjustments completed on 7/25/2025. Will be removed from September's Report. | 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 | 09-Jun-25 | 60-Home Health Agency  | System fix was completed 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 | 04-Jun-25 | 00-All provider types  | Fix was completed on 11/24/2024.            | Adjustments completed on 7/21/2025. Will be removed from September's Report. | Completed   |
| ACOH CPSE 171: Underpayments on claims for 99215.   | Medicaid | 16-Jul-25 | 84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program | Fix estimated to be completed by 9/16/2025. | Adjustments estimated to be completed by 11/16/2025.                         | In Progress |
| ACOH CPSE 172: Outpatient facility claims are denying ZHF(submit to OhioRise) in error for revenue codes 0450-0459.                             | Medicaid | 17-Jul-25 | 01-Hospital (Outpatient)   | Fix completed on 8/6/2025.                  | Adjustments estimated to be completed by 10/6/2025.                          | In Progress |

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| ACOH CPSE 173:<br>Underpayments on D2934 as code should be covered for primary teeth only. | Medicaid | 01-Jul-25 | 30-Dentist, Individual,<br>31-Professional Dental Group | Fix was completed on 7/18/2025.<br><br>**Dental vendor found CPSE 7/1/2025 and due to an email contact error, notification was not received until 7/22/2025, resulting in this not being on July report. Education Provided. | Adjustments completed on 7/25/2025. Will be removed from September report. | Completed   |
| ACOH CPSE 174: Erroneous denials on claims for some telehealth services allowed by ODM.    | Medicaid | 16-Jul-25 | 00-All provider types                                   | Fix estimated to be completed by 8/16/2025   | Adjustments estimated to be completed by 9/16/2025.                        | In Progress |

**\*Last edited 8/15/2025.**