



September 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 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 was completed 11/27/2024.	Adjustments for underpayment made completed 4/23/2025. Adjustment for overpayments estimated to be completed by 11/9/2025.	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	System fix was completed 8/30/2025.	Adjustments estimated to be completed by 9/30/2025.	In Progress
ACOH CPSE 161: Edit not reducing rate appropriately causing an overpayment	Medicaid	04/14/25	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	05/08/25	00-All provider types	System fix was completed 6/22/2025.	Adjustments estimated to be completed by 9/22/2025.	In Progress
ACOH CPSE 154: Claims where the member has commercial insurance listed as the primary carrier are paying without requiring an EOB.	Medicaid	02/12/25	00-All provider types	System fix was completed 9/4/2025.	Adjustments estimated to be completed by 12/4/2025 due to recovery of claims payment.	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 9/30/2025.	Adjustments estimated to be completed by 11/30/2025 due to recovery of claims payment.	In Progress
ACOH CPSE 176: Underpayments on claims for T2046 with a date of service on or after 7/1/2025. where manual calculations are required.	Medicaid	9/11/2025	44-Hospice	Fix estimated to be completed by 10/15/2025.	Adjustments estimated to be completed by 11/15/2025.	In Progress
ACOH CPSE 172: Outpatient facility claims are denying ZHF (submit to OhioRise) in error for revenue codes 0450-0459.	Medicaid	07/17/25	01-Hospital (Outpatient)	System fix was completed on 8/6/2025.	Adjustments estimated to be completed by 10/30/2025.	In Progress
ACOH CPSE 175: Previously open under CPSE issue 148 Erroneous denials on claims billed with Modifier JZ.	Medicaid	08/25/25	00-All provider types	System fix was completed on 8/29/2025.	Adjustments estimated to be completed by 10/30/2025.	In Progress
ACOH CPSE 177: Previously open under CPSE issue 152. Claims for labor and delivery erroneously denied for no authorization.	Medicaid	08/25/25	00-All provider types	System fix was completed on 7/1/2025.	Adjustments estimated to be completed by 10/30/2025.	In Progress
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 9/25/2025.	Adjustments estimated to be completed by 10/25/2025.	In Progress
ACOH CPSE 171: Underpayments on claims for 99215.	Medicaid	07/16/25	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	System fix was completed on 8/15/2025.	Adjustments completed 8/26/2025. This is complete and will be removed from October's Report.	Completed
ACOH CPSE 174: Erroneous denials on claims for some telehealth services allowed by ODM	Medicaid	07/16/25	00-All provider types	System fix was completed on 8/13/2025.	Adjustments completed 8/25/2025. This is complete and will be removed from October's Report.	Completed

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	System fix was completed 7/16/2025.	Adjustments completed 8/16/2025. This is complete and will be removed from October's Report.	Completed
ACOH CPSE 155: Erroneous recoveries impacting TPL bypass services	Medicaid	02/12/25	00-All provider types	System fix was completed 6/30/2025.	Adjustments completed 8/15/2025. This is complete and will be removed from October's Report.	Completed
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: System fix was completed 9/4/2025.	2-projects needed to complete Project 1: Completed Project 2: Adjustments estimated to be completed by 12/4/2025. due to recoveries.	In Progress

***Last edited 9/15/2025.**