



October 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	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 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	10-Dec-24	00-All provider types	System fix was completed 8/30/2025	Adjustments for underpayments were completed 10/10/2025. ACOH will not recover any overpayment. This is considered resolved and will be removed from November's Report.	Complete
ACOH CPSE 150: Overpayments due to claims being paid erroneously as for Medicare Part C members.	Medicaid	18-Dec-24	00-All provider types	System fix was completed 9/26/2025	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	System fix was completed 9/4/2025	Adjustments estimated to be completed by 12/4/2025 due to	In Progress

					recovery of claims payment.	
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 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
ACOH CPSE 160: Unclassified J-codes denying due to CMS labeler validation when authorization was obtained.	Medicaid	11-Apr-25	01-Hospital (Outpatient)	System fix was completed 9/25/2025.	Adjustments estimated to be completed by 10/30/2025.	In Progress
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 10/30/2025 due to recoveries.	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)	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	25-Aug-25	00-All provider types	System fix was completed on 8/29/2025	Adjustments for underpayments were completed 9/26/2025. This is considered resolved and will be removed from November's Report.	Complete
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	11-Sep-25	44-Hospice	Fix estimated to be completed by 10/15/2025	Adjustments for underpayments were completed 10/1/2025. This is considered resolved and will be removed from November's Report.	Complete

ACOH CPSE 177: Previously open under CPSE issue 152 Claims for labor and delivery erroneously denied for no authorization.	Medicaid	25-Aug-25	01-Hospital (Inpatient)	System fix was completed on 7/1/2025	Adjustments estimated to be completed by 10/30/2025	In Progress
ACOH CPSE 178: Durable Medical Equipment (DME) oxygen supplies are denying Z54 in error.	Medicaid	29-Sep-25	76-Durable Medical Equipment Supplier	System fix was completed on 10/30/2025	Adjustments estimated to be completed by 11/30/2025	In Progress
ACOH CPSE 179: Erroneous denials/underpayments for some provider administered pharmaceuticals procedure codes impacting medical facilities.	Medicaid	30-Sep-25	20-Physician/osteopath, individual	System fix was completed on 11/1/2025	Adjustments estimated to be completed by 12/1/2025	In Progress

***Last edited 10/15/2025.**