



April 2026 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 181: Erroneous denials for SNF related DME services in place of service 31 and 32.	Medicaid	29-Oct-25	76-Durable Medical Equipment Supplier	System fix was completed 1/23/2026.	Adjustments were completed on 4/3/2026. This is considered resolved and will be removed from May's Report.	Complete
ACOH CPSE 182: Underpayments when modifier 52 is submitted.	Medicaid	30-Oct-25	00-All provider types	System fix was completed 1/23/2026.	Adjustments were completed on 3/27/2026. This is considered resolved and will be removed from May's Report.	Complete
ACOH CPSE 184: BH Procedures codes submitted with HP/HT modifiers are reimbursing at the incorrect rate.	Medicaid	12-Nov-25	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix estimated to be completed by 4/25/2026.	Adjustments estimated to be completed by 5/25/2026. Overpayments estimated to be completed by 8/25/2026.	In Progress
ACOH CPSE 186: Incorrect term effective and term end dates for system updates impacting BH claims with codes 99406-99407, 90853, 90849, 90846-90847, 90839-	Medicaid	17-Dec-25	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS	Fix estimated to be completed by 4/25/2026.	Adjustments estimated to be completed by 5/25/2026. Overpayments estimated to be completed by 8/25/2026.	In Progress

90840, 90837, 90834, 90832, 90791, 90792, 90785, 90833, 90836, and 90838 are causing issue with payments.			Certified/Licensed (SUD) Treatment Program			
ACOH CPSE 187: Underpayments when more than 1 radiological procedure is billed on the same Outpatient claim.	Medicaid	21-Jan-26	01-Hospital (Outpatient)	Fix completed on 2/26/2026.	Adjustments estimated to be completed by 4/31/2026.	In Progress
ACOH CPSE 188: erroneous underpayments for Lab procedure codes effective 4/1/25.	Medicaid	30-Jan-26	80-Independent Laboratory	Fix completed on 2/28/2026.	Adjustments estimated to be completed by 5/15/2026.	In Progress
ACOH CPSE 189: Erroneous payments on some CCR/CCA rates. This resulted in both underpayments and overpayments.	Medicaid	17-Feb-26	01-Hospital (Inpatient and Outpatient)	System Fix was completed on 02/19/2026.	Adjustments for underpayments completed on 03/6/2026. Overpayments estimated to be completed by 06/20/2026.	In Progress
ACOH CPSE 190: Prosthetics and Orthotics that allow units per side have been denying for over the allowed units. System not recognizing LT/RT modifiers.	Medicaid	08-Apr-26	76-Durable Medical Equipment Supplier	Fix estimated to be completed by 5/10/2026.	Adjustments estimated to be completed by 6/10/2026.	In Progress
ACOH CPSE 191: Some claims with diagnosis codes for hysterectomy, sterilization and abortions are not pending for consent forms appropriately, resulting in overpayments.	Medicaid	16-Mar-26	01-Hospital (Inpatient)	System Fix was completed on 3/27/2026.	Adjustments estimated to be completed by 4/27/2026.	In Progress

ACOH CPSE 192: Codes on the BH TPL bypass list denying for an EOB when the member has a commercial carrier listed as primary, Codes impacted H0015, H0019, H0036, H0038, H0040, H0048.	Medicaid	10-Apr-26	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix estimated to be completed by 6/10/2026.	Adjustments estimated to be completed by 7/10/2026.	In Progress
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*Last Updated 4/15/2026