AmeriHealth Caritas Ohio

## November 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.

| 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 |
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| ACOH CPSE 184: BH Procedures codes submitted with HP/HT modifiers are reimbursing at the incorrect rate. | Medicaid | 11/12/25 | 84-Ohio Department of Mental Health (Community Mental Health) Provider<br>95-ODADAS Certified/Licensed (SUD) Treatment Program | Fix completed on 5/25/2026.<br>**When initiating adjustments, the need for a subsequent fix update was identified on 6/16/2026 and completed on 6/20/2026. | Adjustment completed on 11/7/2026.<br>Overpayments estimated to be completed by 1/25/2027. | 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, 90839-90840, 90837, 90834, 90832, 90791, 90792, 90785, 90833,90836, and 90838 are causing issue with payments. | Medicaid | 12/17/25 | 84-Ohio Department of Mental Health (Community Mental Health) Provider<br>95-ODADAS Certified/Licensed (SUD) Treatment Program | Fix completed on 5/25/2026.<br>**An additional fix was identified on 6/16/2026 and completed on 6/20/2026. | Adjustments completed on 11/13/2026.<br>Overpayments estimated to be completed by 1/25/2027. | 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 | 04/10/26 | 84-Ohio Department of Mental Health (Community Mental Health) Provider<br>95-ODADAS | System Fix was completed on 7/8/2026. | Adjustments completed on 10/24/2026.<br>Note: While system fix was pending, most impacted claims have been reprocessed using a | Completed |

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| | | | Certified/Licensed (SUD) Treatment Program | | manual workaround. This is now resolved and will be removed from the December report. | |
| ACOH CPSE 193: Automation defect causing erroneous denials for T1032 and T1033. | Medicaid | 04/24/26 | 09-Doula | Fix estimated to be completed by 10/31/2026. | Adjustments completed on 10/16/2026.<br>Note: While system fix is pending impacted claims have been reprocessed using a manual workaround. This is now resolved and will be removed from the December report. | Completed |
| ACOH CPSE 197: Erroneous payments made to an ineligible provider type. | Medicaid | 05/13/26 | 84-Ohio Department of Mental Health (Community Mental Health), Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program, 20-Physician/osteopath, individual | Fix estimated to be completed by 12/13/2026. | Adjustments estimated to be completed by 1/13/2027. | In progress |
| ACOH CPSE 199: EPSDT commercial bypassed codes erroneously paying for members over the age of 21 when billed on a UB-04. | Medicaid | 06/20/26 | 01-Hospital (IP & OP) | System fix was completed on 5/29/2026. | Adjustments estimated to be completed by 1/14/2027. | In progress |
| ACOH CPSE 201: Outpatient Hospital claims where hysterectomy, sterilization and abortions billed were erroneously paying without an authorization resulting in overpayments. | Medicaid | 06/17/26 | 01-Hospital (OP) | Fix estimated to be completed by 12/25/2026. | Overpayments are estimated to be completed by 2/25/2027. | In progress |

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| ACOH CPSE 202: Automation defect. Providers were updated to non-par by automation when primary and remit address were the same in error. | Medicaid | 07/27/26 | 21-Professional Medical Group<br>84-Ohio Department of Mental Health (Community Mental Health) Provider<br>95-ODADAS Certified/Licensed (SUD) Treatment Program | Fix completed on 10/13/2026. | Adjustments completed on 10/22/2026.This is now resolved and will be removed from the December report. | Completed |
| ACOH CPSE 206: Erroneous denials on claims for atypical DME codes whose price is determined by prior authorization. | Medicaid | 08/03/26 | 76-Durable Medical Equipment Supplier | Fix completed by 10/28/2026. | Adjustments estimated to be completed by 11/28/2026. | In progress |

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| ACOH CPSE 209: Erroneous denials on the below telehealth services:<br>0362T<br>0403T<br>97151<br>97152<br>97153<br>97154<br>97155<br>97156<br>97157<br>97158<br>99242<br>99243<br>99244<br>99245<br>99252<br>99253<br>99254<br>99255<br>S9443<br>T1032 | Medicaid | 09/17/26 | 00-All provider types | Fix completed on 11/10/2026. | Adjustments estimated to be completed by 12/10/2026. | In progress |
| ACOH CPSE 210: Erroneous payments when T1032 and T1033 are billed on same date of service. | Medicaid | 09/17/26 | 09-Doula | Fix Completed on 10/7/2026. | Overpayments are estimated to be completed by 2/7/2027. | In progress |
| ACOH CPSE 211: Erroneous "incorrect or missing" modifier denials on claims for 77387. | Medicaid | 10/09/26 | 20-Physician/Osteopath, Individual | Fix Estimated to be completed by 12/09/2026. | Adjustments are estimated to be completed by 1/09/2027. | In progress |
| ACOH CPSE 212: Erroneous denials on procedure codes 90382,90623, and 90624 for "Invalid procedure code" | Medicaid | 11/02/26 | 01-Hospital (IP & OP)<br>72-Nurse Practitioner, Individual<br>20-Physician/Osteopath, | Fix Estimated to be completed by 01/02/2027. | Adjustments are estimated to be completed by 2/2/2027. | In progress |

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| | | | Individual<br>24-Physician Assistant | | | |
| ACOH CPSE 213: Erroneous denials on claims for A4606. | Medicaid | 11/04/26 | 76-Durable Medical Equipment Supplier | Fix Estimated to be completed by 01/04/2027. | Adjustments estimated to be completed by 2/4/2027. | In progress |
| ACOH CPSE 214: Erroneous denials on some claims for T2046 and T2042. | Medicaid | 11/9/2026 | 44-Hospice | Fix Estimated to be completed by 01/09/2027. | Adjustments estimated to be completed by 2/9/2027. | In progress |
| ACOH CPSE 215: Claims for 90791 or 90792 billed with H2019,H2012,H202, 90785, and 90847 are denied in error for when billed by 2 distinct billing agencies. | Medicaid | 11/09/26 | 21-Professional Medical Group<br>84-Ohio Department of Mental Health (Community Mental Health) Provider<br>95-ODADAS Certified/Licensed (SUD) Treatment Program | Fix Estimated to be completed by 01/09/2027. | Adjustments estimated to be completed by 2/9/2027. | In progress |
| ACOH CPSE 216: Overpayments on some claims for 90791 and 90792 billed by the same billing agencies, for the same member, on the same date of service. | Medicaid | 11/12/26 | 21-Professional Medical Group<br>84-Ohio Department of Mental Health (Community Mental Health) Provider<br>95-ODADAS Certified/Licensed (SUD) Treatment Program | Fix Estimated to be completed by 01/12/2027. | Adjustments estimated to be completed by 2/12/2027. | In progress |

*Last Updated 11/16/2026