



June 2024 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	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
<p>ACOH Confirmed CPSE Issue 11: Some Claims are denying or overpaying in error due to incorrect NPI Crosswalk.</p> <p>6/15/2023: Updated to reflect this issue impact all provider types.</p> <p>7/17/2023: Updated description to reflect that this issue results in denials and overpayments.</p>	03/29/23	00-All provider types	<p>Previously we estimated date of completion was 5/29/23. Configuration efforts are ongoing. Previous estimated date of fix was 7/10/23. Fix completed on 7/12/2023.</p>	<p>10/4/2023 Update: Adjustments include payments and recoveries. Estimated date of completion was 10/10/2023 , however significant manual review is required for impacted claim validation. This must be completed before projects can begin. Due to claim volume and complexity, new estimated completion date is 11/30/2023. 12/15/2023 Update: Claims include both payments and</p>	In Process

recoveries. 2
adjustment projects
were submitted but
additional projects
will be required.

Due to volume,
letter requirements,
and manual
processing involved,
we estimate
completion of all
adjustments to
complete between
01/01/2024 and
3/1/2024.

3/15/2024 Update:
A project for 4134
claims was
submitted on
2/6/24. To date
3238 claims have
been reprocessed
however and an
additional project
is needed. We
expect payments to
complete within 60
days but recovery
projects are also
required. New
estimated
completion date is
between 3/15/2023
and 7/15/2024.

<p>ACOH CPSE Issue 22: Some claims for H0006, H0036, H2017, and H2019 are paying at beyond unit limits maximums.</p>	<p>4/24/2023</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Previous fix estimated to be completed on 8/15/2023, however addition time needed for resolution. Current estimated completion is 10/01/2023.</p> <p>10/15/2023 Update: Previous fix date was 10/1/2023, however additional configuration is required. Estimated completion is 10/24/2023.</p> <p>11/16/2023 Update: We previously estimated fix to be completed by 10/24/2023. Fix completed on 10/19/2023.</p> <p>01/16/2024 Update: Previously reported resolved but as we tested</p>	<p>Adjustments estimated to be completed by 6/03/2024 due to recovery letter process and volume.</p> <p>6/15/2024 Update: Recoveries completed on 5/17/2024. This is now completed and will be removed from the July report.</p>	<p>Complete</p>
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			<p>claims for reprocessing we determined configuration for POS restrictions was omitted in error from this fix request. New estimated date of completion is 03/03/2024.</p> <p>2/15/2024 Update: Fix completed on 1/22/2024.</p>		
<p>ACOH Confirmed CPSE Issue 36: COB is not coordinating correctly for some claims due to system configuration needing updated.</p>	6/1/2023	00-All provider types	<p>Previous Estimated fix date was 10/15/23, however additional system configuration needed. Estimated fix date is 11/30/2023.</p> <p>12/15/2023 Update: Due to coding complexity and required testing, additional time needed for system fix.</p>	<p>Adjustments estimated to complete by 5/12/2024 due to volume.</p> <p>5/15/2024 Update: Adjustments still underway due to some manual review required. Estimated completion is now 6/24/24.</p> <p>6/15/24 update: Adjustments completed on 6/5/24. This is now resolved and will be removed from the July report.</p>	Complete

			<p>Current estimated fix date is 1/27/2024.</p> <p>02/15/24 Update: Additional work is needed following initial testing. Estimated completion date is 2/29/2024.</p> <p>3/15/2024 Update: Fix completed on 3/12/2024.</p>		
<p>ACOH Confirmed CPSE 53: Hospice claims for T2042 are being overpaid on claims with stays over 60 days.</p> <p>1/16/24 Update: added detail to description reflecting claims over 60 days affected.</p>	08/16/23	44-Hospice	<p>Fix completed on 12/27/23.</p> <p>02/15/2024 Update: Additional mapping was required, fix completed on 1/25/2024.</p>	<p>Adjustments involve recoveries. Due to volume and letter periods, estimated completion time is 5/20/2024.</p> <p>6/15/24 Update: Recoveries completed 5/24/2024. This is now resolved and will be removed from the July report.</p>	Complete

<p>ACOH Potential CPSE 78: Units not transferring over from EDI image to claim in system correctly, resulting in underpayments.</p>	<p>12/01/23</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Estimated date of completion is 01/31/2024.</p> <p>2/15/2024 Update: additional research and configuration required. New estimated fix date is 4/30/2024.</p> <p>5/15/2024: Configuration is still underway and additional time is needed. New estimated fix date is 6/30/2024.</p> <p>6/15/2024 Update: Configuration is still underway and additional time is needed. New estimated fix date is 8/30/2024.</p>	<p>Adjustments estimated to be completed by 9/30/2024.</p>	<p>In Process</p>
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<p>ACOH Potential CPSE 94: Overpayments on claims with readmissions.</p>	<p>01/25/24</p>	<p>01-Hospital (IP & OP)</p>	<p>Estimated date of completion is 03/25/2024.</p> <p>04/15/2024 Update: Additional time needed for configuration. Estimated completion date is 05/15/2024.</p> <p>5/15/2024 Update: additional time needed for configuration. Estimated completion date is 6/15/2024.</p> <p>06/15/2024 Update: additional time needed for configuration. Estimated completion date is 7/15/2024.</p>	<p>Adjustments are recoveries and due to lettering requirements are estimated to be completed by 11/15/2024.</p>	<p>In Process</p>
<p>ACOH CPSE 95: Behavioral health claims being paid for members enrolled in Ohio Rise in error, resulting in overpayment.</p>	<p>02/02/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Previously reported estimated fix date of 4/2/2024, however additional configuration is in progress.</p>	<p>Adjustments are recoveries and due to lettering requirements, estimated to be completed by 9/12/2024.</p>	<p>In Process</p>

			Estimated completion is now 05/15/2024. 5/15/24 update: Fix completed 4/25/2024.		
<p>ACOH Potential CPSE 99: Errors in System limit configuration for drug screening codes causing erroneous denials for claims with codes: 80305, 80306, 80307, G0480, and G0481.</p> <p>4/15/2024 Update: Description updated for improved accuracy.</p> <p>06/15/2024 Update: Description updated to include drug screening codes.</p>	03/07/24	<p>20-Physician/osteopath, individual 21-Professional Medical Group 38-Private Duty Non-Agency RN or LPN 54-Licensed Independent Chemical Dependency Counselor 65-Clinical Nurse Specialist Individual 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Estimated date of completion is 5/7/2024.</p> <p>5/15/24 Update: Additional time to configure system required. Estimated fix date is 7/7/2024.</p>	Adjustments estimated to be completed by 8/07/2024.	In Process
<p>ACOH Potential CPSE 100: claims spanning 2023 and 2024 are not processing correctly.</p>	03/15/24	00-All provider types	<p>Estimated date of completion is 5/15/2024.</p> <p>5/15/24 Update: Additional research and configuration needed, estimated fix date is 07/15/2024.</p>	Adjustments estimated to be completed by 8/15/2024.	In Process
<p>ACOH CPSE Issue 102: Claims for B4153 erroneously denying for "Max Frequency met".</p>	04/14/24	76-Durable Medical Equipment Supplier	Fix completed on 5/11/2024.	Adjustments completed 6/1/2024. This is now completed and	Complete

				will be removed from the July report.	
<p>ACOH Potential CPSE 104: ORP logic system issues causing erroneous denials on order/rendering (status K) providers.</p> <p>6/15/24 Update: Updated description for improved accuracy.</p>	04/17/24	20-Physician/osteopath, individual	Estimated date of completion is 8/10/2024.	Adjustments estimated to be completed by 9/10/2024.	In Process
<p>ACOH CPSE 106: TPL exclusion updates are needed. This includes but is not limited to Rev Code 101 and 658 when billed in a LTC setting. A full review of the system is being completed to ensure all codes are updated accordingly and any underpayments remediated.</p> <p>6/15/2024 Update: edited the description for improved accuracy.</p>	04/29/24	86-Nursing Facility 44-Hospice	<p>Estimated date of completion is 6/29/2024.</p> <p>6/15/2024 Update: Fix is still underway. Estimated completion date is 7/15/2024.</p>	Adjustments estimated to be completed by 8/15/2024.	In Process
<p>ACOH Confirmed CPSE 107: Vaccine Admin Code for members under the age of 21 are being erroneously denied for a primary carrier EOB.</p>	05/06/24	20-Physician/osteopath, individual	Fix completed on 5/16/2024.	Adjustments completed on 5/25/2024. This is now resolved and will be removed from the July report.	Complete
<p>ACOH Potential CPSE 108: Claims for H0040, when billed by unlicensed provider types: 960, 961, and 962 are denying incorrectly.</p>	05/14/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed 6/10/2024.	Adjustments estimated to be completed by 7/10/2024.	In Process
<p>ACOH CPSE 109: Some hospital claims may be paying incorrectly without the required HAS documentation.</p>	05/15/24	01-Hospital (IP & OP)	Estimated date of completion is 7/15/2024.	Adjustments estimated to be completed by 8/15/2024.	In Process

ACOH CPSE 110: Underpayments due to 1.1.24 BH Fee schedule updates not applied to all impacted agreements.	05/16/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed 6/10/2024.	Adjustments estimated to be completed by 7/10/2024.	In Process
ACOH CPSE 111: Supervising and Rendering codes were omitted in error during a fee schedule update causing underpayments of claims for procedure code 90834.	05/22/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed on 6/4/2024.	Adjustments estimated to be completed by 7/4/2024.	In Process
ACOH Confirmed CPSE 112: Claims for EPSDT services are being erroneously denied for a primary carrier EOB.	05/23/24	20-Physician/osteopath, individual	Fix completed 5/28/24.	Adjustments completed on 6/7/24. This is now resolved and will be removed from the July report.	Complete
ACOH Potential CPSE 113: Erroneous COB denials on claims for ABA codes: 97151,97152,0362T,97153,97154,97155,97156, 97157,97158, and 0373T.	05/28/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed 6/6/24.	Adjustments estimated to be completed by 7/6/2024.	In Process
ACOH Potential CPSE 114: Maternity claims denying for no auth incorrectly based on revenue code.	06/03/24	01-Hospital (IP & OP)	Estimated date of completion is 8/3/2024.	Adjustments estimated to be completed by 9/3/2024.	In Process
ACOH Potential CPSE 115: SNF claims paying PPL in error.	06/05/24	86-Nursing Facility 44-Hospice	Estimated date of completion is 8/5/2024.	Adjustments estimated to be completed by 9/5/2024.	In Process

<p>ACOH CPSE 116: Erroneous denials for specialty type causing underpayments for providers who are DME, Infusion, and home health service providers.</p>	<p>06/05/24</p>	<p>01-Hospital (IP & OP) 23-Acupuncturist 79-Independent Diagnostic Testing Facility 80-Independent Laboratory 20-Physician/osteopath, individual 21-Professional Medical Group 16 & 60-Home Health Agency 76-Durable Medical Equipment Supplier</p>	<p>Estimated date of completion is 8/5/2024.</p>	<p>Adjustments estimated to be completed by 9/5/2024.</p>	<p>In Process</p>
<p>ACOH Potential CPSE 117: Underpayment on claims for T1000</p>	<p>06/14/24</p>	<p>86-Nursing Facility</p>	<p>Estimated date of completion is 8/14/2024.</p>	<p>Adjustments estimated to be completed by 9/14/2024.</p>	<p>In Process</p>
<p>ACOH Potential CPSE 118: Erroneous denials for CANS Assessment code H2000.</p>	<p>06/17/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Estimated date of completion is 8/17/2024.</p>	<p>Adjustments estimated to be completed by 9/17/2024.</p>	<p>In Process</p>

*Last edited 6/17/2024.