



August 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	Timeline for Fixing CPSE	Date(s) and/or Date Span(s) of Corrected Claims Adjustments	CPSE Status
<p>ACOH CPSE Issue 11: Some Claims are denying or overpaying in error due to incorrect NPI Crosswalk. 6/15/2023: Updated to reflect this issue impact all provider types. 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>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 7/15/2024, and 8/15/2024.</p> <p>7/15/2024 Update: During our project validation we determined additional overpayments. Due to letter requirements, new estimated completion date is 11/15/2024.</p>	In Progress
<p>ACOH CPSE 78: Units not transferring over from EDI image</p>	12/01/23	76-Durable Medical Equipment Supplier	<p>Estimated date of completion is 01/31/2024.</p>	<p>Adjustments estimated to be completed by 9/30/2024.</p>	In Progress

<p>to claim in system correctly, resulting in underpayments.</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>ACOH 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</p>	<p>Adjustments are recoveries and due to lettering requirements are estimated to be completed by 11/15/2024.</p> <p>8/15/2024 Update: We previously reported that the fix completed on 7/1/24 but determined the fix was not functioning as expected. While we reported this as a potential CPSE, hoping to implement automation that could prevent the overpayments, after research and review of the fix we determined there is no way to configure the system to do so. We are</p>	<p>Complete</p>

			<p>date is 7/15/2024, and 8/15/2024.</p> <p>7/15/24 Update: Fix completed on 7/1/2024.</p>	<p>currently exploring the use of our internal editing system or to implement a prepayment edit. We have verified as part of our Program Integrity procedures, since implementation, that we perform retro analysis and recoupments for these claims already. We have determined that this process will and should continue as business as usual as automation is not feasible. Due to this, our final assessment is that this is not a true CPSE and this will be removed from the September report.</p>	
<p>ACOH CPSE 95: Behavioral health claims being paid for members enrolled in Ohio Rise in error, resulting in overpayment.</p>	02/02/24	<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. Estimated completion is now 05/15/2024.</p> <p>5/15/24 update: Fix completed 4/25/2024.</p>	<p>Adjustments are recoveries and due to lettering requirements, estimated to be completed by 9/12/2024.</p>	In Progress
<p>ACOH CPSE 99: Errors in System limit configuration for drug screening codes causing overpayments for claims with codes: 80305, 80306, 80307, G0480, and G0481.</p> <p>4/15/2024 Update: Description updated for improved accuracy.</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> <p>7/15/2024 Update:</p>	<p>Adjustments estimated to be completed by 10/15/2024.</p>	In Progress

<p>06/15/2024 Update: Description updated to include drug screening codes.</p> <p>7/15/2024 Update: Our research determined this is causing overpayments not underpayments. Updated description.</p>			<p>Additional configuration is ongoing. New estimated fix date is 09/15/2024.</p>		
<p>ACOH 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, and 8/15/2024.</p> <p>7/15/24 Update: Fix completed on 7/12/2024.</p>	<p>Adjustments completed on 8/2/2024. This is now resolved and will be removed from the September report.</p>	Complete
<p>ACOH 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	<p>Estimated date of completion is 8/10/2024.</p> <p>8/15/2024 Update: Configuration is still underway. Current estimated completion date is 9/26/24.</p>	<p>Adjustments estimated to be completed by 10/26/2024.</p>	In Progress
<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</p>	04/29/24	<p>86-Nursing Facility 44-Hospice</p>	<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, and</p>	<p>Adjustments completed 8/14/2024. This is now resolved and will be removed from the September report.</p>	Complete

<p>underpayments remediated.</p> <p>6/15/2024 Update: edited the description for improved accuracy.</p>			<p>8/15/2024.</p> <p>7/15/2024 Update: Fix is still underway. Estimated completion date is 8/15/2024.</p> <p>8/15/2024 Update: Fix completed on 7/23/24.</p>		
<p>ACOH CPSE 108: Claims for H0040, when billed by unlicensed provider types: 960, 961, and 962 are denying incorrectly.</p>	<p>05/14/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Fix completed 6/10/2024.</p> <p>7/15/2024 Update: During adjustments claims were not processing as expected. Additional configuration required. New estimated completion of fix is 8/15/2024.</p> <p>8/15/2024 Update: Fix completed on 8/8/2024.</p>	<p>Adjustments estimated to be completed by 9/8/2024.</p>	<p>In Progress</p>
<p>ACOH CPSE 109: Some hospital claims may be paying incorrectly without the required HAS documentation.</p>	<p>05/15/24</p>	<p>01-Hospital (IP & OP)</p>	<p>Estimated date of completion is 7/15/2024, and 8/15/2024.</p> <p>Fix completed on 7/2/2024.</p>	<p>Adjustments estimated to be completed by 8/2/2024.</p> <p>8/15/2024 Update: We have outreached providers impacted to allow them to send in completed HAS documentation during a 30 day grace period. No recoveries will be performed until after that point. We estimate completion of any recoveries for unresolved claims forms to be completed by 12/15/2024.</p>	<p>In Progress</p>

<p>ACOH CPSE 110: Underpayments due to Behavioral Health agreement updates for procedure codes: H0036, H0038, H2012, H0048, S9482, S9484.</p> <p>8/15/2024 Update: We reported this as being related to 1.1.24 Behavioral Health Fee Schedule updates however, this issue was specific to codes: H0036, H0038, H2012, H0048, S9482, S9484, not the entirety of the 1.1.24 Fee Schedule. Updated Description to reflect this.</p>	<p>05/16/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Fix completed 6/10/2024.</p> <p>8/15/2024 Update: During claims reprocessing we determined some underpayments persisted and additional configuration is therefore needed. New estimated fix date is 8/30/2024.</p>	<p>Adjustments estimated to be completed by 7/10/2024.</p> <p>7/15/2024 Update: Additional impacted claims were identified. One project completed 7/6/24 but a second adjustment project is underway. Estimated completion date is 08/15/2024.</p> <p>8/15/2024 Update: Estimated completion date is 9/30/2024.</p>	<p>In Progress</p>
<p>ACOH CPSE 111: Rates were omitted in error causing underpayments of claims for procedure code 90834.</p> <p>8/15/2024 Update: removed "Supervising and rendering codes" from the description for improved accuracy as that was not impacted only the rate for 90834.</p>	<p>05/22/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Fix completed on 6/4/2024.</p>	<p>Adjustments estimated to be completed by 9/7/2024 due to volume and manual review required.</p>	<p>In Progress</p>
<p>ACOH CPSE 114: Maternity claims denying for no auth incorrectly based on revenue code.</p>	<p>06/03/24</p>	<p>01-Hospital (IP & OP)</p>	<p>Estimated date of completion is 8/3/2024.</p> <p>8/15/2024 Update: Configuration is still ongoing. Estimated date of completion is 9/14/2024.</p>	<p>Adjustments estimated to be completed by 10/14/2024.</p>	<p>In Progress</p>
<p>ACOH CPSE 115: SNF claims paying patient liability in error resulting in overpayments.</p> <p>7/15/2024 Update: Edited description to state "patient</p>	<p>06/05/24</p>	<p>86-Nursing Facility 44-Hospice</p>	<p>Estimated date of completion is 8/5/2024.</p> <p>8/15/2024 Update: Our analysis determined this is not a CPSE and that we are applying patient</p>	<p>Adjustments estimated to be completed by 9/5/2024.</p> <p>8/15/2024 Update: Our analysis determined this is not a CPSE and that we are applying patient liability</p>	<p>In Progress</p>

liability instead of "PPL" and indicate overpayment.			liability correctly. This is considered resolved and will be removed from the September report.	correctly. This is considered resolved and will be removed from the September report.	
<p>ACOH CPSE 116: Erroneous denials for specialty type causing underpayments for providers who are DME, Infusion, and home health service providers.</p>	06/05/24	<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>8/15/2024 Update: The fix was completed on 7/17/2024.</p>	<p>Adjustments estimated to be completed by 9/5/2024.</p> <p>7/15/24 Update: Our final analysis and claims review determined no claims were underpaid and denials are appropriate. As such this is not a CPSE and will be removed from the August report.</p> <p>8/15/2024 Update: We reported that no claims were identified in error. A subsequent review did capture underpayments. Adjustments completed on 7/24/24. This is now resolved and will be removed from the September report.</p>	Complete
<p>ACOH CPSE 118: Erroneous denials for CANS Assessment code H2000 when billed on the first day of enrollment into Ohio rise. This issue also resulted in claims for this service being recovered in error and now require repayment.</p> <p>8/15/2024 Update: Previous description referenced erroneous denials on H2000 only, revised for increased accuracy.</p>	06/17/24	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Fix completed on 8/8/2024.</p>	<p>Adjustments estimated to be completed by 10/08/2024 as some manual processing is required.</p>	In Progress

<p>ACOH CPSE 119: Underpayments on claims for H0038 due to incorrect daily unit limitations.</p> <p>8/15/2024 Update: Updated to relay that this is specific to frequency limitation issues, not rate.</p>	07/12/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 9/12/2024.	Adjustments estimated to be completed by 10/12/2024.	In Progress
<p>ACOH CPSE 120: Claims billed for specialty type 73, CRNA services, are being reduced to 85% in error causing underpayments.</p>	07/16/24	73-Certified Registered Nurse Anesthetist (CRNA) Individual	Fix completed on 7/25/2024.	Adjustments estimated to be completed by 8/25/2024.	In Progress
<p>ACOH CPSE 121: An additional complication arising from the Change Healthcare data breach (previously reported as ACOH CPSE Issue 97: Change Healthcare outage which interrupted remittance advice function on the March 2024 report) has also impacted the Direct Data Entry of claims and is currently unavailable to providers.</p> <p>8/15/2024 Update: This was issue 120 on our post-submission 7/26/2024 update but the issue number was updated as we prepared and finalized the August report.</p>	07/24/24	00-All provider types	Estimated date of completion is 11/24/2024.	Adjustments estimated to be completed by 1/24/2025.	In Progress
<p>ACOH CPSE 122: Hospice claims are being underpaid.</p>	07/25/24	44-Hospice	Estimated date of completion is 9/25/2024.	Adjustments estimated to be completed by 10/25/2024.	In Progress
<p>ACOH CPSE 123: AmeriHealth has identified an issue with receiving supplemental claim attachments via the 275 electronic data interchange (EDI) process.</p>	07/26/24	00-All provider types	Estimated date of completion is 9/26/2024.	Adjustments estimated to be completed by 10/26/2024.	In Progress

ACOH CPSE 124: Claims in place of service 20 for Urgent care denying for no authorization in error.	08/13/24	20-Physician/osteopath, individual	Estimated date of completion is 9/13/2024.	Adjustments estimated to be completed by 10/13/24.	In Progress
ACOH CPSE 125: Claims are denying in error for Emergency Department CPT codes (99281-99285) and/or revenue code (045X) when members are enrolled in Ohio Rise program.	08/13/24	01-Hospital (OP)	Estimated date of completion is 9/13/2024.	Adjustments estimated to be completed by 10/13/24.	In Progress

*Last edited 8/15/2024.