



**October 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.

Unique ID and Description of CPSE	Line of Business	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>	<p>Medicaid</p>	<p>03/29/23</p>	<p>00-All provider types</p>	<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 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</p>	<p>Complete</p>

					<p>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, 8/15/2024 and 9/16/2024.</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> <p>10/15/2024 Update: Adjustments and recoveries have all been completed as of 9/26/2024. This is now resolved and will be removed from the November report.</p>	
<p>ACOH CPSE 78: Units not transferring over from EDI image to claim in system correctly, resulting in underpayments.</p>	<p>Medicaid</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>9/15/2024 Update: Configuration is still underway and additional time is needed.</p>	<p>Adjustments estimated to be completed by 12/15/2024.</p>	<p>In Progress</p>

				New estimated fix date is 11/15/2024.		
ACOH CPSE 95: Behavioral health claims being paid for members enrolled in Ohio Rise in error, resulting in overpayment.	Medicaid	02/02/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Previously reported estimated fix date of 4/2/2024, however additional configuration is in progress. Estimated completion is now 05/15/2024.  5/15/24 update: Fix completed 4/25/2024.	Adjustments are recoveries and due to lettering requirements, estimated to be completed by 9/12/2024.  10/15/2024 Update: All recoveries were completed by 9/26/2024. This is now resolved and will be removed from the November report.	Complete
ACOH CPSE 104: ORP logic system issues causing erroneous denials on order/rendering (status K) providers.  6/15/24 Update: Updated description for improved accuracy.	Medicaid	04/17/24	20-Physician/osteopath, individual	Estimated date of completion is 8/10/2024.  8/15/2024 Update: Configuration is still underway. Current estimated completion date is 9/26/24.  10/15/2024 Update: Fix completed 10/3/2024.	Adjustments estimated to be completed by 11/26/2024 due to claims volume and review required.	In Progress
ACOH CPSE 109: Some hospital claims may be paying incorrectly without the required HAS documentation.	Medicaid	05/15/24	01-Hospital (IP & OP)	Estimated date of completion is 7/15/2024, 8/15/2024 and 9/16/2024.  Fix completed on 7/2/2024.	Adjustments estimated to be completed by 8/2/2024.  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.	In Progress
ACOH CPSE 110: Underpayments due to Behavioral Health agreement updates for procedure codes: H0036,	Medicaid	05/16/24	84-Ohio Department of Mental Health (Community Mental Health)	Fix completed 6/10/2024.  8/15/2024 Update: During claims reprocessing we determined some underpayments persisted	Adjustments estimated to be completed by 7/10/2024.  7/15/2024 Update: Additional impacted claims were identified. One	Complete

<p>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>Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>and additional configuration is therefore needed. New estimated fix date is 8/30/2024.</p> <p>9/15/24: Fix completed on 8/27/2024.</p>	<p>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>10/15/2024 Update: Adjustments completed on 9/19/2024. This is now resolved and will be removed from the November report.</p>	
<p>ACOH CPSE 114: Maternity claims denying for no auth incorrectly based on revenue code.</p>	<p>Medicaid</p>	<p>06/03/24</p>	<p>01-Hospital (IP &amp; 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>9/15/2024 Update: Configuration is still underway. New estimated completion date is 10/15/2024.</p> <p>10/15/2024 Update: Configuration is still underway as an additional fix steps were identified. New estimated completion date is 11/15/2024.</p>	<p>Adjustments estimated to be completed by 12/15/2024.</p>	<p>In Progress</p>
<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</p>	<p>Medicaid</p>	<p>06/17/24</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD)</p>	<p>Fix completed on 8/8/2024.</p>	<p>Adjustments completed on 10/1/2024. This is now resolved and will be removed from the November report.</p>	<p>Complete</p>

<p>now require repayment.</p> <p>8/15/2024 Update: Previous description referenced erroneous denials on H2000 only, revised for increased accuracy.</p>			Treatment Program			
<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>	Medicaid	07/12/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	<p>Estimated date of completion is 9/12/2024.</p> <p>9/15/2024 Update: Configuration is still underway. Estimated completion date is 10/12/2024.</p> <p>10/15/2024 Update: Configuration is still underway. Estimated completion date is 10/30/2024.</p>	Adjustments estimated to be completed by 11/30/2024.	In Progress
<p>ACOH CPSE 122: Hospice claims are being underpaid.</p>	Medicaid	07/25/24	44-Hospice	<p>Estimated date of completion is 9/25/2024.</p> <p>9/15/2024 Update: Fix completed on 9/11/2024.</p>	Adjustments completed on 9/27/2024. This is now resolved and will be removed from the November report.	Complete
<p>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.</p>	Medicaid	08/13/24	01-Hospital (OP)	<p>Estimated date of completion is 9/13/2024.</p> <p>9/15/2024 Update: Configuration is underway. Estimated completion date is 10/15/2024.</p> <p>10/15/2024 Update: Fix completed 9/17/2024.</p>	<p>Adjustments estimated to be completed by 10/26/2024 due to some manual review required.</p> <p>10/15/2024 Update: Adjustments completed on 10/1/2024. This is now resolved and will be removed from the November report.</p>	Complete
<p>ACOH CPSE 127: 1/1/24 Home Health rates were updated but infusion agreements were missed causing an underpayment</p>	Medicaid	08/26/24	16 & 60-Home Health Agency 76- Durable Medical	Fix completed on 9/23/2024.	Adjustments completed 10/3/2024. This is now resolved and will be removed from the November report.	Complete

on Infusion related home health codes.			Equipment Supplier			
<p>ACOH CPSE 128: Underpayment of DME codes. Impacted claims include the following code ranges:</p> <p>A4216-A4239 A4310-A4481 A4605-A4630 A5114-A5512 A6021-A6456 A7020-A7526 and codes: A9900 and A9999</p> <p>B4035-B4155 and code: B9998</p> <p>E0194-E2103 K1031-K1033 And codes: K0739,K0900, and K1024 T4521-T4541 and code: T5999</p>	Medicaid	08/27/24	76-Durable Medical Equipment Supplier	Estimated date of completion is 10/27/2024.	Adjustments estimated to be completed by 11/27/24.	In Progress
ACOH CPSE 129: Vaccine administration codes erroneously denying for missing/invalid procedure code/modifier.	Medicaid	08/29/24	20-Physician/osteopath, individual	Fix completed on 9/12/2024.	Adjustments completed on 10/10/2024. This is now resolved and will be removed from the November report.	Complete
ACOH CPSE 130: Erroneous denials on claims billed by QHMS with 3+ years experience (Practitioner Specialty 961) with HO, HN, and HM modifiers.	Medicaid	09/05/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS	Fix completed on 9/23/24.	Adjustments completed 9/28/24.This is now resolved and will be removed from the November report.	Complete

			Certified/Licensed (SUD) Treatment Program			
ACOH CPSE 131: Erroneous denials on claims for H0005.	Medicaid	9/20/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Estimated date of completion is 12/15/2024.	Adjustments estimated to be completed by 1/15/2025.	In Progress
ACOH CPSE 132: Erroneous manual denials applied to SNF claims.	Medicaid	9/25/2024	86-Nursing Facility	Fix completed on 9/30/24.	Adjustments completed on 9/26/2024. This is now resolved and will be removed from the November report.	Complete
ACOH CPSE 133: Claims for provider administered pharmaceutical codes pricing incorrectly.	Medicaid	10/2/2024	21-Professional Medical Group 20-Physician/Osteopath, Individual	Estimated date of completion is 11/02/2024.	Adjustments estimated to be completed by 12/02/2025.	In Progress

\*Last edited 10/15/2024.