



November 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	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 78: Units not transferring over from EDI image to claim in system correctly, resulting in underpayments.	Medicaid	12/01/23	76-Durable Medical Equipment Supplier	<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. New estimated fix date is 11/15/2024.</p> <p>11/15/2024 Update: Configuration is still underway and additional time is needed. New estimated fix date is 12/30/2024.</p>	Adjustments estimated to be completed by 1/30/2025.	In Progress

<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>	<p>Medicaid</p>	<p>04/17/24</p>	<p>20-Physician/osteopath, individual</p>	<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>10/15/2024 Update: Fix completed 10/3/2024.</p> <p>11/15/2024: In the process of claim reprocessing we verified some additional corrections needed. They were completed as of 11/11/2024.</p>	<p>Adjustments estimated to be completed by 1/11/2025 due to volume and manual review required.</p>	<p>In Progress</p>
<p>ACOH CPSE 109: Some hospital claims may be paying incorrectly without the required HAS documentation.</p>	<p>Medicaid</p>	<p>05/15/24</p>	<p>01-Hospital (IP & OP)</p>	<p>Estimated date of completion is 7/15/2024, 8/15/2024 and 9/16/2024.</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</p>	<p>In Progress</p>

					by 12/15/2024. 11/15/2024 Update: Received HAS documentation is being validated and involves some manual work. Recovery submissions are in progress and we estimate claims will be completed by 4/15/2025.	
ACOH CPSE 114: Maternity claims denying for no auth incorrectly based on revenue code.	Medicaid	06/03/24	01-Hospital (IP & OP)	<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>11/15/24 Update: Fix completed on 10/24/2024.</p>	Adjustments completed on 11/7/2024. This is now resolved and will be removed from the December report.	Complete

<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>	<p>Medicaid</p>	<p>07/12/24</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 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> <p>11/15/24 Update: After testing we confirmed additional corrections needed. Estimated completion date is now 12/30/2024.</p>	<p>Adjustments estimated to be completed by 1/30/2025.</p>	<p>In Progress</p>
<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>	<p>Medicaid</p>	<p>08/27/24</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Estimated date of completion is 10/27/2024.</p>	<p>Adjustments completed on 11/7/2024. This is now resolved and will be removed from the December report.</p>	<p>Complete</p>

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	11/15/24 Update: Estimated date of completion was 12/15/2024, however efforts ongoing. New estimated Completion date is 12/30/24.	Adjustments estimated to be completed by 1/30/2025.	In Progress
ACOH CPSE 133: Claims for provider administered pharmaceutical codes pricing incorrectly.	Medicaid	10/2/2024	21-Professional Medical Group 20-Physician/Osteopath, Individual	Fix completed on 10/14/2024.	Adjustments completed by 10/25/2024. This is now resolved and will be removed from the December report.	Complete
ACOH CPSE 134: Erroneous recoveries for H0006, H0036, H2017, H2019 and H2020.	Medicaid	10/16/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Error was caused by manual processing. Processing education provided on 10/16/2024 and the fix is complete.	Adjustments completed on 11/12/2024. This is now resolved and will be removed from the December report.	Complete
ACOH CPSE 135: Updates needed for Behavioral Health home and community places of service configuration causing incorrect payments and/or denials.	Medicaid	10/23/24	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix estimated to be completed by 12/23/2024.	Adjustments estimated to be completed by 1/23/25.	In Progress
ACOH CPSE 136: Overpayment of claims for H0036 and H0006.	Medicaid	10/31/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix estimated to be completed by 12/31/2024.	Adjustments estimated to be completed by 1/31/25.	In Progress

ACOH CPSE 137: Erroneous frequency limit denials for H0048.	Medicaid	10/31/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider , 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix estimated to be completed by 12/31/2024.	Adjustments estimated to be completed by 1/31/25.	In Progress
ACOH CPSE 138: DME rental codes paying at incorrect rate. Impacted codes: E0194 E0465 E0466 E0781 E0250 E0251 E0265 E0266 E0290 E0291 E0296 E0297 E0482 E0651 E0652	Medicaid	11/7/2024	76-Durable Medical Equipment Supplier	Fix estimated to be completed by 1/7/2025.	Adjustments estimated to be completed by 2/7/25.	In Progress
ACOH CPSE 139: Claims for some Skilled Nursing Providers are paying at incorrect rates.	Medicaid	11/8/2024	86-Nursing Facility	Fix estimated to be completed by 1/8/2025.	Adjustments estimated to be completed by 2/8/25.	In Progress
ACOH CPSE 140: Surgical claims were not reimbursed in accordance with ACOH Assistant surgery policy which outlines the correct reductions based on modifiers billed. This	Medicaid	11/12/2024	68-Anesthesia Assistant, Individual 24-Physician Assistant 20-Physician/Osteopath, Individual	Fix completed as of 10/25/2024.	Adjustments involve recoveries and completion is estimated for 4/11/2025.	In Progress

resulted in overpayments.						
ACOH CPSE 141: Erroneous denials on claims for T2046.	Medicaid	11/15/2024	44-Hospice	Fix estimated to be completed by 1/15/2025.	Adjustments estimated to be completed by 2/15/25.	In Progress

*Last edited 11/15/2024.