



January 2025 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
<p>ACOH CPSE 78: Units billed by the provider are being changed by a vendor process instead of being reduced.</p> <p>1/13/2025 Update: Updated description for improved accuracy.</p>	<p>Medicaid</p>	<p>12/01/23</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Estimated date of completion is 01/31/24.</p> <p>2/15/24 Update: additional research and configuration required. New estimated fix date is 4/30/24.</p> <p>5/15/24: Configuration is still underway and additional time is needed. New estimated fix date is 6/30/24.</p> <p>6/15/24 Update: Configuration is still underway and additional time is needed. New estimated fix date is 8/30/24.</p> <p>9/15/24 Update: Configuration is still underway and additional time is needed. New estimated fix date is 11/15/24.</p> <p>11/15/24 Update: Configuration is still underway and additional time is needed. New estimated fix date is 12/30/24.</p> <p>12/16/24 Update: Configuration is still underway and additional time is needed. New estimated fix date is 1/30/25.</p>	<p>Adjustments estimated to be completed by 3/2/25.</p>	<p>In Progress</p>

<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 8/10/24.</p> <p>8/15/24 Update: Configuration is still underway. Current estimated completion date is 9/26/24.</p> <p>10/15/24 Update: Fix completed 10/3/24.</p> <p>11/15/24: In the process of claim reprocessing, we verified some additional corrections needed. They were completed as of 11/11/24.</p>	<p>Adjustments completed on 12/16/2024. This is now resolved and will be removed from the February report.</p>	<p>Completed</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 7/15/24, 8/15/24 and 9/16/24.</p> <p>Fix completed on 7/2/24.</p>	<p>Estimated date of completion is 8/10/24.</p> <p>8/15/24 Update: Configuration is still underway. Current estimated completion date is 9/26/24.</p> <p>10/15/24 Update: Fix completed 10/3/24.</p> <p>11/15/24: In the process of claim reprocessing, we verified some additional corrections needed. They were completed as of 11/11/24.</p> <p>Adjustments estimated to be completed by 8/2/24.</p> <p>8/15/24 Update: We</p>	<p>In Progress</p>

					<p>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 12/15/24.</p> <p>11/15/24 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 4/15/25.</p> <p>1/13/2025 Update: Still on target for recoveries to be completed on 4/15/2025.</p>
--	--	--	--	--	--

<p>ACOH CPSE 119: Underpayments on claims for H0038 due to incorrect daily unit limitations.</p> <p>8/15/24 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 9/12/24.</p> <p>9/15/24 Update: Configuration is still underway. Estimated completion date is 10/12/24.</p> <p>10/15/24 Update: Configuration is still underway. Estimated completion date is 10/30/24.</p> <p>11/15/24 Update: After testing we confirmed additional corrections needed. Estimated completion date is now 12/30/24.</p> <p>1/13/2025 Update: Awaiting impacted claims report. System correction validated 12/17/2024.</p>	<p>Adjustments estimated to be completed by 1/30/25.</p>	<p>In Progress</p>
<p>ACOH CPSE 131: Erroneous denials on claims for H0005.</p>	<p>Medicaid</p>	<p>9/20/2024</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>11/15/24 Update: Estimated date of completion was 12/15/24, however efforts ongoing. New estimated Completion date is 12/30/24.</p> <p>1/13/25 Updated: Project 1 completed; Project 2 is pending completion</p>	<p>Adjustments estimated to be completed by 1/30//25, due to volume and some manual review</p>	<p>In Progress</p>
<p>ACOH CPSE 135: Updates needed for Behavioral Health home and community places of service configuration causing incorrect payments and/or denials.</p>	<p>Medicaid</p>	<p>10/23/24</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 12/23/24.</p> <p>1/13/2025 Update: System updated however result of certain claims require additional manual review. Extension requested</p>	<p>Adjustments estimated to be completed by 2/24/25, due to volume and some manual review.</p>	<p>In Progress</p>

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 completed on 11/27/24.	Adjustments estimated to be completed by 2/24/25, due to volume and some manual review	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 completed on 12/4/24.	Adjustments completed on 12/16/2024. This is now resolved and will be removed from the February report.	Completed
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 completed on 11/25/24.	Adjustments completed on 12/16/2024. This is now resolved and will be removed from the February report.	Completed

ACOH Potential CPSE 139: Claims for some Skilled Nursing Providers are paying at incorrect rates.	Medicaid	11/8/2024	86-Nursing Facility	Fix completed on 12/16/2024.	This is determined to not be a CPSE as only 3 providers and 6 claims impacted. Adjustments will complete by 1/30/2025. This is now considered resolved and will be removed from the February report.	Completed
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 resulted in overpayments.	Medicaid	11/12/2024	68-Anesthesia Assistant, Individual 24-Physician Assistant 20-Physician/Osteopath, Individual	Fix completed as of 10/25/24.	Adjustments involve recoveries and completion is estimated for 4/11/25.	In Progress
ACOH CPSE 141: Erroneous denials on claims for T2046.	Medicaid	11/15/2024	44-Hospice	Fix estimated to be completed by 1/15/25.	Adjustments estimated to be completed by 2/15/25.	In Progress
ACOH CPSE 142: NDC Validation process was using the Processing date to validate the NDC. Process needs updated to use the Date of Service when validating NDC instead.	Medicaid	11/22/2024	00-All provider types	Fix completed on 12/13/24.	Adjustments estimated to be completed by 2/13/25 due to volume and manual review required.	In Progress

<p>ACOH CPSE 143: Incorrect pricing for the below DME codes causing underpayments:</p> <p>V5030 V5040 V5050 V5060 V5130 V5140 V5171 V5172 V5181 V5200 V5211 V5212 V5213 V5214 V5215 V5221 V5247 V5252 V5253 V5256 V5257 V5260 V5261 E1231 E0447 K0669 A4224 K1025 K0740</p>	<p>Medicaid</p>	<p>11/26/2024</p>	<p>76-Durable Medical Equipment Supplier</p>	<p>Fix completed on 12/20/2024.</p>	<p>Adjustments estimated to be completed by 2/26/25.</p>	<p>In Progress</p>
<p>ACOH CPSE 144: Claims for acupuncture procedure codes are being counted by units rather</p>	<p>Medicaid</p>	<p>11/27/2024</p>	<p>23-Acupuncturist</p>	<p>Fix completed on 12/11/2024.</p>	<p>Adjustments completed on 12/20/2024. This is now resolved and will be removed from the February report.</p>	<p>Completed</p>

than dates of service resulting in underpayments.						
ACOH CPSE 145: H2019 and H2020 hitting NCCI edit for bundling in error resulting in incorrect denials or underpayments.	Medicaid	12/3/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix estimated to be completed by 2/3/25.	Adjustments estimated to be completed by 3/3/25.	In Progress
ACOH CPSE 146: Erroneous denials on dental claims for D1354.	Medicaid	12/9/2024	30-Dentist, Individual 31-Professional Dental Group	Fix was completed on 12/9/24.	Adjustments estimated to be completed by 1/9/25.	In Progress
ACOH CPSE 147: Prior authorization lookup tool data mismatch resulting in incorrect information that could potentially impact the lack of payment on a claim.	Medicaid	12/10/2024	00-All provider types	Fix estimated to be completed by 2/10/25.	Adjustments estimated to be completed by 3/10/25.	In Progress
ACOH CPSE 148: Erroneous denials on claims billed with Modifier JZ.	Medicaid	12/17/2024	00-All provider types	Fix completed on 12/13/2024. After fix validation on 12/17/24 the claim impact was more than our initial claim analysis and CPSE threshold was met.	Adjustments completed on 12/20/2024 a 8 claims requiring manual intervention to be completed by 1/30/2025. This is now resolved and will be removed from the February report.	Completed

<p>ACOH CPSE 149: Outpatient facility claims are denying incorrectly as needing to be submitted to Ohio Rise when no behavioral diagnosis or services are noted on the claim, resulting in a misalignment with the Mixed Services protocol utilized by ODM to coordinate care for members.</p>	<p>Medicaid</p>	<p>12/18/2024</p>	<p>84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program</p>	<p>Fix estimated to be completed by 2/18/25.</p>	<p>Adjustments estimated to be completed by 3/18/25.</p>	<p>In Progress</p>
<p>ACOH CPSE 150: Overpayments due to claims being paid erroneously for with Medicare Part C.</p>	<p>Medicaid</p>	<p>12/18/2024</p>	<p>00-All provider types</p>	<p>Fix estimated to be completed by 2/18/25.</p>	<p>Adjustments estimated to be completed by 3/18/25.</p>	<p>In Progress</p>

*Last edited 1/15/2025.