



**March 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: Updated description for improved accuracy.</p>	Medicaid	12/01/23	76-Durable Medical Equipment Supplier	<p>3/13/2025: System fix completed</p> <p>2/27/25: Estimated date of completion is 3/13/2025.</p> <p>2/17/25: Estimated date of completion is 2/13/2025.</p> <p>1/30/25 Update: Configuration is still underway and additional time is needed. New estimated fix date is 2/13/25.</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>11/15/24 Update: Configuration is still underway and additional time is needed. New estimated fix date is 12/30/24.</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>6/15/24 Update: Configuration is still underway and additional time is needed. New estimated fix date is 8/30/24.</p> <p>5/15/24: Configuration is still underway and additional time is needed. New estimated fix date is 6/30/24.</p>	<p>Estimated adjustment 4/23/2025. Adjustments timeline is pending impacted claim report.</p>	In Progress

				2/15/24 Update: additional research and configuration required. New estimated fix date is 4/30/24.		
ACOH CPSE 109: Some hospital claims may be paying incorrectly without the required HAS documentation.	Medicaid	05/15/24	01-Hospital (IP & OP)	Fix completed on 7/2/24.	2/26/2025: Recovery project accepted, and letters mailed to impacted provider. Retraction will be completed by 5/26/2025.	In Progress
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	Original date of system update was targeted for 12/23/24. 1/13/2025 Update: System updated however upon reviewing some claim results we are finding additional updates are needed to fix. New target completion date is 3/24/2025.	Adjustments estimated to be completed by 4/24/25, due to volume and some manual review.	In Progress
ACOH CPSE 136: Overpayment of claims for H0036 and H0006.	Medicaid	10/31/24	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed 11/27/2024.	Adjustments for underpayment are estimated to be completed by 3/20/2025. Adjustment for overpayments estimated to be completed by 5/24/2025.	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 resulted in overpayments.	Medicaid	11/12/24	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 142: NDC Validation process was using the Processing date in order to validate the NDC . Process needs updated to use the Date of Service when validating NDC instead.	Medicaid	11/22/24	00-All provider types	Fix completed on 12/13/24.	Adjustments estimated to be completed by 4/25/2025.	In Progress
ACOH CPSE 145: H2019 and H2020 hitting NCCI edit for bundling in error resulting in incorrect denials or underpayments.	Medicaid	12/3/24	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix was completed on 2/3/25.	Adjustments completed 3/12/2025. This is resolved and will be removed from April's report.	Completed
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	12/10/24	00-All provider types	Fix estimated to be completed by 5/10/2025	Adjustments estimated to be completed by 7/10/2025.	In Progress

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.	Medicaid	12/18/24	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix required a 2-part correction: Part 1: Fix completed 3/14/2025 to ensure new claims are not impacted and process accordingly Part 2: Fix estimated to be completed 4/14/2025. This will ensure previously impacted claims can be reprocessed.	Adjustments estimated to be completed by 5/14/2025.	In Progress
ACOH CPSE 150: Overpayments due to claims being paid erroneously as for Medicare Part C members .	Medicaid	12/18/24	00-All provider types	Fix estimated to be completed by 5/30/2025.	Adjustments estimated to be completed by 9/30/2025 due to overpayments.	In Progress
ACOH CPSE 151: E&M denials when billed with a 59025 (non-fetal stress test)	Medicaid	1/24/25	20-Physician/Osteopath, Individual, 65-Clinical Nurse Specialist, Individual, 71-Nurse Midwife Individual, 72-Nurse Practitioner, Individual	Fix completed on 2/23/2025.	Adjustments estimated to be completed by 4/14/2025.	In Progress
ACOH CPSE 152: Claims for labor and delivery erroneously denied for no authorization.	Medicaid	1/31/25	01-Hospital (Inpatient)	Fix estimated to be completed 3/20/2025	Adjustments estimated to be completed by 4/25/2025	In Progress
ACOH CPSE 153: SNF Bedhold days erroneously denied for no authorization prior to the 30-day benefit limit	Medicaid	2/7/25	86-Nursing Facility	Fix estimated to be completed by 3/15/2025	Adjustments estimated to be completed by 4/15/2025	In Progress

ACOH CPSE 154: Claims where the member has commercial insurance listed as the primary carrier are paying without requiring an EOB.	Medicaid	2/12/25	00-All provider types	Fix estimated to be completed by 5/15/2025.	Adjustments estimated to be completed by 6/15/2025	In Progress
ACOH CPSE 155: Erroneous recoveries impacting TPL bypass services	Medicaid	2/12/25	00-All provider types	Fix estimated to be completed by 5/15/2025	Adjustments estimated to be completed by 6/15/2025	In Progress
ACOH CPSE 156: CPT codes that are on the TPL exclusion/bypass list are denying for an EOB in error. A total of 37 codes that impact Medicare and 48 that impact both Medicare and commercial as primary. This includes but is not limited to T1003.	Medicaid	3/4/25	00-All provider types	Fix estimated to be completed by 4/15/2025	Adjustments estimated to be completed by 5/18/2025	In Progress
ACOH CPSE 157: Erroneous denials for member eligibility due to an Issue identified on the 834 files being shared by ODM.	Medicaid	2/28/25	00-All provider types	Fix estimated to be completed by 3/21/2025	Adjustments estimated to be completed by 5/21/2025. *Weekly sweeps of impacted claims are being done for auto reprocessing for the next 6 weeks.	In Progress
ACOH CPSE 153: SNF Bedhold days erroneously denied for no authorization prior to the 30-day benefit limit	Medicaid	2/7/25	86-Nursing Facility	Fix estimated to be completed by 3/15/2025	Adjustments estimated to be completed by 4/15/2025	In Progress
ACOH CPSE 155: Erroneous recoveries impacting TPL bypass services	Medicaid	2/12/25	00-All provider types	Fix estimated to be completed by 5/15/2025	Adjustments estimated to be completed by 6/15/2025	In Progress

\*Last edited 3/21/2025.