



April 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	Number of Billing Providers Impacted	Number of Claims Impacted
<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>	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>	Item will be removed as a CPSE. It was identified there was no financial impact to actual claim payment.	TBD	TBD

ACOH CPSE 109: Some hospital claims may be paying incorrectly without the required HAS documentation.	Medicaid	05/15/24	01-Hospital (IP & OP)	<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>2/26/2025: Recovery project accepted, and letters mailed to impacted provider. Retraction of will be completed by 5/26/2025.</p> <p>1/13/2025 Update: Still on target for recoveries to be completed on 4/15/2025.</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>8/15/24 Update: We have outreached providers impacted to allow them to send in completed HAS documentation</p>	30	41
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					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.		
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	4/11/2025 Update: upon reviewing some claim results we are finding additional updates are needed to fix. New target completion date is 5/30/2025. 1/13/2025 Update: System updated however upon reviewing some claim results we are finding additional updates are needed to fix.	Adjustments estimated to be completed by 6/30/2025.	220	9,489

				<p>New target completion date is 3/24/2025. 11/13/2025 Update: Original date of system update was targeted for 12/23/24..</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	System Fix completed 11/27/2024	Adjustments for underpayment made to be completed 5/15/2025. Adjustment for overpayments completed by 5/24/2025.	120	2485
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 10/25/24.	Adjustments completed 4/8/2025. This is considered resolved and will be removed from Mays Report.	15	53

resulted in overpayments.							
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	11/22/2024	00-All provider types	Fix completed on 12/13/24.	Adjustments completed 4/11/2025. This is considered resolved and will be removed from Mays Report.	131	1058
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 6/10/2025	Adjustments estimated to be completed by 7/10/2025.	TBD	TBD

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	12/18/2024	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 3/24/2025	Adjustments completed 4/2/2025. This is considered resolved and will be removed from Mays Report.	103	2427
ACOH CPSE 150: Overpayments due to claims being paid erroneously as for Medicare Part C members .	Medicaid	12/18/2024	00-All provider types	Fix estimated to be completed by 5/30/2025.	Adjustments estimated to be completed by 9/30/2025 because this is a recovery project.	TBD	TBD

ACOH CPSE 151: E&M denials when billed with a 59025 (non fetal stress test)	Medicaid	1/24/2025	20-Physician/Osteopath, Individual, 65-Clinical Nurse Specialist, Individual, 71-Nurse Midwife Individual, 72-Nurse Practitioner, Individual	Fix completed on 2/23/2025.	Adjustments completed 4/2/2025. This is considered resolved and will be removed from Mays Report.	87	1351
ACOH CPSE 152: Claims for labor and delivery erroneously denied for no authorization.	Medicaid	1/31/2025	01-Hospital (Inpatient)	Fix estimated to be completed 3/20/2025	Adjustments estimated to be completed by 4/25/2025	TBD	TBD
ACOH CPSE 153: SNF Bedhold days erroneously denied for no authorization prior to the 30 day benefit limit	Medicaid	2/7/2025	86-Nursing Facility	Fix estimated to be completed by 4/25/2025.	Adjustments estimated to be completed by 5/25/2025	TBD	TBD
ACOH CPSE 154: Claims where the member has commercial insurance listed as the primary carrier are paying without requiring an EOB.	Medicaid	2/12/2025	00-All provider types	Fix estimated to be completed by 5/15/2025.	Adjustments estimated to be completed by 6/15/2025	TBD	TBD

ACOH CPSE 155: Erroneous recoveries impacting TPL bypass services	Medicaid	2/12/2025	00-All provider types	Fix estimated to be completed by 5/15/2025	Adjustments estimated to be completed by 6/15/2025	TBD	TBD
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	3/4/2025	00-All provider types	Fix completed by 4/15/2025	Adjustments estimated to be completed by 5/18/2025	TBD	TBD
ACOH CPSE 157: Erroneous denials for member eligibility due to an Issue identified on the 834 file being shared by ODM .	Medicaid	2/28/2025	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.	TBD	TBD
ACOH CPSE 158: Erroneous denials when Z9911 is billed as the	Medicaid	3/25/2025	86-Nursing Facility	Fix estimated to be completed by 5/25/2025	Adjustments estimated to be completed by 6/25/2025	5	39

admitting/principle DX code for ventilator services (Rev Code 410/419).							
ACOH CPSE 159: Hospice codes not paying the base rate when less than 4 units are billed.	Medicaid	3/25/2025	86-Nursing Facility	Fix estimated to be completed by 5/25/2025	Adjustments estimated to be completed by 6/25/2025	TBD	TBD
ACOH CPSE 160: Unclassified Jcodes denying due to CMS Labeler validation although auth was obtained.	Medicaid	4/11/2025	86-Nursing Facility	Fix estimated to be completed by 5/25/2025	Adjustments estimated to be completed by 6/25/2025	TBD	TBD
ACOH CPSE 161: Edit not reducing units appropriately causing an overpayment	Medicaid	4/11/2025	86-Nursing Facility	Fix pending review	Adjustments pending review	TBD	TBD

***Last edited 4/15/2025.**