



Claims Payment Systemic Errors (CPSE) Update Report

Confidential and Proprietary

As of: May 15, 2023

Listed below are current Claims Payment Systemic Errors (CPSE). This log is updated monthly. Please review this log for CPSE updates on status, target dates for reprocessing and resolutions. If you still have questions after reviewing the log, please call Provider Services at 1-800-488-0134.

| Unique ID and Description of CPSE | 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 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Unique ID CSO0245103: Confirmed CPSE Claims for providers with specialty code PA (Anatomic Pathology) were pricing at 100% of allowed charges instead of the providers' contracted rate. | 2/10/2023 | 21-Professional Medical Group | 3/15/2023 | Target claims reprocessing date 4/19/2023 - 4/26/2023 The system has been corrected on 3/15/2023 and claims will not be reprocessed. CareSource made a business decision not to reprocess claims that would result in a recoupment. | Completed |
| Unique ID CSO0287567: Confirmed CPSE As of 1/1/23 E&M codes are now payable as inpatient or observation. Prior to 1/1/23 these codes were payable as inpatient only. This applies to the following codes: 99221-99223 99231-99236 99238-99239 99252-99255 | 2/15/2023 | 72-Nurse Practitioner Individual 20-Physician/osteopath, individual | 3/22/2023 3/27/2023 | Target claims reprocessing date 4/26/2023 - 5/3/2023 Claims reprocessed on 4/19/2023 | Completed |
| Unique ID CSO0275050: Confirmed CPSE Dialysis claims for OH MyCare Opt Out members with Medicare primary submitted electronically are not processing the full patient liability. | 2/21/2023 | 01-Hospital (Outpatient) 59-End-Stage Renal Disease (Dialysis) Clinic | 2/24/2023 | Target claims reprocessing date 4/26/2023 - 4/26/2023 Target claims reprocessing date 4/5/2023 - 5/3/2023 Claims reprocessed on 4/19/2023 | Completed |
| Unique ID TFS858284: Confirmed CPSE Effective 1/1/2021 Physician services billed in POS 31,32, and 33 do not require a prior authorization for PAR and Non-PAR providers. This impacts the following codes:10140, 11104, 11307, 15272, 20605, 28805, 36589, 51102, 64655, 64615, 65222, 66984, 68761, 77263, 77290, 77334, 86580, 88738, 90677, 90694, 90785, 90792, 90935, 92552, 92556, 93010, 96372, 97597, 99324, 99325, 11030, 11100, Q4159, 45385, 99491. | 2/23/2023 | 72-Nurse Practitioner Individual 43-Audiologist, Individual 42-Psychologist, Individual | 4/5/2023 4/10/2023 | Target claims reprocessing date 5/5/2023 - 5/12/2023 Claims reprocessed on 4/27/2023 | Completed |
| Unique ID TFS863556: Confirmed CPSE Claims billed with A0425 (Ambulance service) are denying for prior authorization in error and should not deny when a prior authorization is not required for both in and out of network providers. | 3/3/2023 | 82-Ambulance | 4/10/2023 | Target claims reprocessing date 5/10/2023 - 5/17/2023 Claims reprocessed on 5/1/2023 | Completed |
| Unique ID TFS857953: Confirmed CPSE Claims that are billed with Q1 2023 new codes are denying incorrectly. | 3/3/2023 | 00-All provider types | 3/27/2023 | Target claims reprocessing date 5/3/2023 - 5/10/2023 Claims reprocessed on 5/10/2023 | Completed |
| Unique ID CSO0292170: Confirmed CPSE Adjusted claims are denying for Z15 (Duplicate Line by Provider) and should not deny when it has two different NDC. | 3/13/2023 | 16 & 60-Home Health Agency 20-Physician/osteopath, individual 21-Professional Medical Group 72-Nurse Practitioner Individual | 3/23/2023 | Target claims reprocessing date 4/26/2023 - 5/3/2023 Claims reprocessed on 4/21/2023 | Completed |
| Unique ID CSO0297922: Confirmed CPSE Claims billed by participating providers and with A4305 (Disposable drug delivery system, flow rate of 50 ml or greater per hour) are denying for prior authorization in error. | 3/15/2023 | 76-Durable Medical Equipment Supplier | 4/12/2023 | Target claims reprocessing date 5/17/2023 - 5/24/2023 Claims reprocessed on 4/17/2023 | Completed |
| Unique ID CSO0303760: Confirmed CPSE Radiology code 72157 and 72148 billed with modifier 26 and Place of Service 19, 22, and 23 are denying XTF (Correct modifier required) and should process as covered. | 3/24/2023 | 01-Hospital (Outpatient) | 4/19/2023 | Target claims reprocessing date 5/24/2023 - 5/31/2023 Claims reprocessed on 4/25/2023 | Completed |
| Unique ID CSO0307605: Confirmed CPSE Procedure code 96372 (Therapeutic, prophylactic, or diagnostic injection) billed with Place of Service 53 is denying P10 (Place of Service is missing or invalid) and should process. | 3/29/2023 | 84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program | 4/26/2023 | Target claims reprocessing date 6/2/2023 - 6/9/2023 | In Process |

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| <p>Unique ID CSO0300401: Confirmed CPSE</p> <p>MyCare Opt Out claims billed with behavioral health services codes H0011, H2017, and H2019 are denying with denial reason code CBI (COB information not received) incorrectly and should process since the codes are on the Third-Party Liability (TPL) Bypass.</p> | 3/31/2023 | 84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program | 4/10/2023 | Target claims reprocessing date 5/12/2023 - 5/19/2023 Claims reprocessed on 5/1/2023 | Completed |
| <p>Unique ID CSO0305296: Confirmed CPSE</p> <p>Claims billed with V5221 (Hearing aid, contralateral routing system, binaural, BTE/BTE) are denying X50 (Code does not have a contract fee) incorrectly and should not deny since it is a covered code as of 7/1/2021.</p> | 3/31/2023 | 43-Audiologist, Individual 76-Durable Medical Equipment Supplier | 5/1/2023 | Target claims reprocessing date 6/7/2023 - 6/14/2023 Claims reprocessed on 5/9/2023 | Completed |
| <p>Unique ID TFS881817: Confirmed CPSE</p> <p>PT/OT/ST visit claims for MyCare Opt In enrollees were not applying the 20% Medicare coinsurance that would then be the liability of the enrollee's Medicaid plan. The Medicare coinsurance is not billable to the enrollee.</p> | 4/4/2023 | 39-Physical Therapist, Individual 40-Speech Language Pathologist, Individual 41-Occupational Therapist, Individual | 5/8/2023 | Target claims reprocessing date 6/14/2023 - 6/21/2023 | In Process |
| <p>Unique ID TFS878672: Confirmed CPSE</p> <p>Claims billed with Place of Service preceding '0' (i.e., 01-09) are denying X50 (Codes does not have a contract fee) incorrectly and should not deny if billed as 2-digit values.</p> | 4/5/2023 | 00-All provider types | 4/27/2023 5/17/2023 | Target claims reprocessing date 5/31/2023 - 6/7/2023 Target claims reprocessing date 6/21/2023 - 6/28/2023 | In Process |
| <p>Unique ID CSO0309461: Confirmed CPSE</p> <p>Claims billed with H0005 or H0006 (Alcohol and/or drug services) are denying for W37 V(Medicaid MUE exceeded). Per ODM requirements effective 1/1/2019, MUE should not apply if multiple units are billed.</p> | 4/6/2023 | 01-Hospital (Outpatient) | 5/3/2023 | Target claims reprocessing date 6/7/2023 - 6/14/2023 | In Process |
| <p>Unique ID CSO0296191: Confirmed CPSE</p> <p>Pathology claims for MyCare Opt In enrollees were not applying the 20% Medicare coinsurance that would then be the liability of the enrollee's Medicaid plan. The Medicare coinsurance is not billable to the enrollee.</p> | 4/7/2023 | 01-Hospital (Outpatient) 79-Independent Diagnostic Testing Facility 80-Independent Laboratory | 5/17/2023 | Target claims reprocessing date 5/21/2023 - 5/28/2023 | In Process |
| <p>Unique ID TFS884651: Confirmed CPSE</p> <p>Anesthesia and lab codes are denying XNC (Invalid procedure code) incorrectly and should process as covered.</p> | 4/10/2023 | 01-Hospital (Inpatient) 20-Physician/osteopath, individual 21-Professional Medical Group 72-Nurse Practitioner Individual | 5/22/2023 | Target claims reprocessing date 6/28/2023 - 7/5/2023 | In Process |
| <p>Unique ID CSO0300242: Confirmed CPSE</p> <p>FQHC and Rural clinic claims billed with BH dx codes with provider specialty codes other than 213 (Psychiatric), 227 (Addiction Psychiatry), and 234 (Child & Adolescent Psychiatry) should not deny BOL (Bill to Ohio Rise).</p> <p>FQHC and Rural clinic claims should only deny BOL:</p> <p>If servicing or rendering provider type 24 with supervising provider specialty 213 and 234 or.</p> <p>If claims are billed with a servicing provider or rendering provider type 65 or 72 with a provider specialty code 213 or 996.</p> | 4/11/2023 | 05-Rural Health Clinic 12-Federally Qualified Health Center | 4/21/2023 | Target claims reprocessing date 5/24/2023 - 5/31/2023 | In Process |
| <p>Unique ID CSO0305506: Confirmed CPSE</p> <p>Skilled Nursing Facility claims are denying for no authorization incorrectly.</p> | 4/13/2023 | 86-Nursing Facility | 4/26/2023 | Target claims reprocessing date 6/14/2023 - 6/21/2023 | In Process |
| <p>Unique ID CSO0313780: Confirmed CPSE</p> <p>Claims are denying for ZD5 (Suspended/Excluded Provider) in error and should not be denied since providers have been reinstated.</p> | 4/17/2023 | 21-Professional Medical Group | 4/20/2023 | Target claims reprocessing date 5/24/2023 - 5/31/2023 | In Process |

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| <p>Unique ID CSO0313966: Confirmed CPSE</p> <p>Oxygen concentrator HCPCS codes E1390U1 and E1392 billed together should not be denied and pay per diem \$140.</p> | 4/20/2023 | 76-Durable Medical Equipment Supplier | 5/10/2023 | Target claims reprocessing date 6/14/2023 - 6/21/2023 | In Process |
| <p>Unique ID CSO0313867: Confirmed CPSE</p> <p>Physician services billed with code 90792 (Psychiatric diagnostic evaluation with medical services) in Place of Service 21 are currently processing without an inpatient prior authorization. This is a potential overpayment.</p> | 4/27/2023 | 20-Physician/osteopath, individual 21-Professional Medical Group 24-Physician Assistant 65-Clinical Nurse Specialist Individual 72-Nurse Practitioner Individual | 5/24/2023 | Target claims reprocessing date 6/28/2023 - 7/5/2023 | In Process |
| <p>Unique ID CSO0305798: Confirmed CPSE</p> <p>Procedure code 92065 (Orthoptic training; performed by a physician or other qualified health care professional) billed with Place of Service 31, 32, and 33 is denying VCP (Please submit the vision claim to correct payer) and should process as covered.</p> | 4/27/2023 | 20-Physician/osteopath, individual 35-Optometrist Individual | 5/31/2023 | Target claims reprocessing date 7/5/2023 - 7/12/2023 | In Process |
| <p>Unique ID CSO0309275: Confirmed CPSE</p> <p>Claims billed with code T1001 (Nursing assessment/evaluation) are priced at the incorrect rate causing an overpayment.</p> | 4/27/2023 | 21-Professional Medical Group | 5/18/2023 | Target claims reprocessing date 6/21/2023 - 6/28/2023 | In Process |
| <p>Unique ID CSO0309528: Confirmed CPSE</p> <p>Covid-19 lab test HCPCS codes U0003, U0004, and U0005 are no longer covered effective 4/1/2023. This is a potential overpayment.</p> | 5/2/2023 | 20-Physician/osteopath, individual 72-Nurse Practitioner Individual 80-Independent Laboratory | 5/31/2023 | Target claims reprocessing date 7/5/2023 - 7/12/2023 | In Process |
| <p>Unique ID TFS903852: Confirmed CPSE</p> <p>Anesthesia claims billed with additional modifiers should not deny for X55 (Proc/Mod Combination Not Valid).</p> | 5/5/2023 | 20-Physician/osteopath, individual 21-Professional Medical Group | 5/25/2023 | Target claims reprocessing date 7/5/2023 - 7/12/2023 | In Process |
| <p>Unique ID CSO0316448: Confirmed CPSE</p> <p>MyCare Skilled Nursing Facility claims are processed by line level instead of claim level causing claims to apply the incorrect cost share.</p> | 5/9/2023 | 86-Nursing Facility | 5/15/2023 | Target claims reprocessing date 6/21/2023 - 6/28/2023 | In Process |