

Claims Payment Systemic Errors (CPSE) Update Report Confidential and Proprietary

As of: Nov. 15, 2022

Listed below are current Claims Payment Systemic Errors (CPSE). This log is updated bi-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.

| Description of CPSE | Date CPSE was First Identified | Billing Provider Type(s) Impacted by CPSE (select all that apply) | All Date(s) and Method(s) Providers Notified of CPSE | Timeline for Fixing CPSE | Date(s) and/or date span(s) of Corrected Claims Adjustments | Number of Claims Impacted | CPSE Potential/Confirmed | CPSE Status |
|--|--------------------------------|--|--|----------------------------------|--|---------------------------|--------------------------|-------------|
| Procedure code (DDS) and DDS2() kinesidifier) billed with inappropriate modifiers should demy and is only payable if billed with modifier NJ. This is a potential overpayment to provider. | 6/1/2022 | 76-Durable Medical Equipment Supplier | All providers will be coolfied by releving the CSS. Report which will be posted on the Cardiousic Confirmedire Post and unplated this monthly effective July 15, 2022 through resolution of the CPSS. Providers can also contact the Carefource Provider Services Team at 800-488-0134. | 7,7/2022 9/15/2022 | Target claim reprocessing date 1/16/2022 - 9/14/2022 Target claims reprocessing date 11/16/2022 - 11/23/2022 Claims reprocessed on 10/14/2022 | 1,696 | Confirmed | Completed |
| MyCare Opt to lab claims denied for lack of authorization, however, they should not have denied when the referring provider is participating. | 6/13/2022 | 16.6.6 GM Anner Health Agency DePhysical polaresput, individual 23-Acapuncturist 23-Acapuncturist 23-Neura, Assistant 23-Neura, Perzistantia 27-Neura Perzistantia 27-Neura Perzistantia 37-Neura Perzistantia 37-Neura Perzistantia 38-Independentiant Laboratory 38-Independentiant Laboratory 38-Independentiant Laboratory 38-Neurantia Perzistantia | All providers will be notified by risewing the CSSE Report which will be posted on the Cardious Constlination of the Cardious Constlination of the CSSE. Providers and updated the monthly effective sluly 15, 2022 through resolution of the CSSE. Providers can also contact the Cardious | 7,8/2022 8/19/2022 | Lagnet dissin: representing 44th 20/1/202 - 10/4/2022 Target dissin: representing 44th 20/1/2022 - 10/26/2022 Claims reprocessed on 10/7/2022 | 4,925 | Confirmed | Completed |
| Prior authorization is required for PFIO/IST that are administered by a Sallied Nursing Facility. Claims was paying without the prerequisite authorization. | 6/13/2022 | 86-hursing facility | All providers will be notified by rivewing the CSE Report which will be posted on the CardSource Con/Provider Poral and updated limenotity effective July 15, 2022 through resolution of the CPSE. Providers can also contact the CardSource Provider Services Team at 800-488-0134. | 7/28/2022 | Target dations representing date 54/20032—100/2/2022 Target dations representing date 54/20/2022—100/2/2022 The system has been corrected on 7/28/20/2022 and claims will not be reprocessed. Cardiounce made a business decision not to reprocess claims that would result in a recougment. | 6,547 | Confirmed | Completed |
| Lab code 83090 [Homosysteine] is currently denying as non covered based on the diagnosis. Diagnosis code restrictions were eliminated and this procedure should be covered as of 4/1/2021. | 7/12/2022 | O1-Hoopstal (IP & OP) S0-indepedendent Laboratory | All providers will be notified by viewing the CPSE Report which will be posted on the CareSource Com/Provider Poral and updated By Commonthy effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134. | 8/15/2022 | Target claims reprocessing date 10/19/2022 - 10/26/2022 Claims reprocessed on 9/20/2022 | 82 | Confirmed | Completed |
| Physician claim billed with code 45385 (Colorectal screening) should not deny for benefit limitation when only one colonoscopy was billed. | 7/18/2022 | 20-Physician/costeopath, individual | All provides will be notified by viewing the CPSE Report which will be posted on the Cardiourse Com/Provider Portal and updated 8th-monthly effective Spetember 13,002 through resolution of the CPSE. Provides can also contact the Cardiourse Provider Services Team at 800-488-0134. | 9/1/2022 | Target daims reprocessing date 11/2/2022 - 11/9/2022 Claims reprocessed on 9/28/2022 | 614 | Confirmed | Completed |
| HCPCS codes 10953 and 10954 (Wheelchair accessory) are denying for invalid procedure code, however these are valid and payable code. | 7/28/2022 | 76-Durable Medical Equipment Supplier | All providers will be notified by viewing the CPSE Report which will be posted on the Cardiourice Com/Provider Portal and updated Bi-monthly effective Spepimber 15, 2022 brought resolution of the CPSE. Provides can also contact the Cardiourice Provider Services Team at 800-488-0134. | 8/22/2022 | Target claims reprocessing date 10/26/2022 - 11/2/2022 Claims reprocessed on 9/27/2022 | 168 | Confirmed | Completed |
| The system is applying authorization to 50 charge line for skilled nursing claims, which is counting against the authorized units. | 7/28/2022 | 86-Nursing Facility | All providers will be notified by viewing the CPSE Report which will be posted on the Cardiounce Com/Provider Pursal and updated Bi-monthly effective Spelember 15, 302 throught ensolution that CPSE. Providers can also contact the Carescource Provider Services Team at 800-488-0134. | 9/1/2022 | Target daims reprocessing date 11/2/2022 - 11/9/2022 Claims reprocessed on 9/27/2022 | 45 | Confirmed | Completed |
| PT/OT/ST treatment codes were denying incorrectly for denial reason code US4 (Invalid Diagnosis com Brieston). | 7/29/2022 | 39-Physical Therapist, Individual 40-Speech Language Pathologist, Individual 41-Occupational Therapist, Individual | All providers will be notified by viewing the CPSE Report which will be posted on the Cardiounce Com/Provider Portal and updated Bi-monthly effective Spelember 15, 2022 throught ensubland that CPSE. Providers can also contact the Cardiounce Provider Services Team at 800-488-0134. | 8/24/2022 | Target claims reprocessing date 10/26/2022 - 11/2/2022 Claims reprocessed on 9/19/2022 | 265 | Confirmed | Completed |
| Claims are denying due to the system selecting the incorrect price authorization on file that is not within the date range causing units to exceed what was authorized. | 8/4/2022 | 00-All provider types | All providers will be notified by riewing the CPSE Report which will be posted on the CareSource Confirmedive Poral and updated ill-monthly effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134. | 9/8/2022 | Target claims reprocessing date 11/9/2022 - 11/16/2022 Claims reprocessed on 10/19/2022 | 101 | Confirmed | Completed |
| Claims billed with E&M codes 99202, 99203, 99211, 99212, and 99213 performed by a Chirogractor are denying incorrectly for XSD (Code does not have a contracted fee). | 8/4/2022 | 27 Chiropractor Individual | All providers will be notified by viewing the CPSE Report which will be posted on the Cardiourse Com/Provider Portal and updated 8-in-monthly effective September 15, 302 through resolution of the CPSE. Provides can also contact the Cardiource Provider Services Team at 800-488-0134. | 8/17/2022 | Target daims reprocessing date 10/19/2022 - 10/26/2022 Claims reprocessed on 9/16/2022 | 1,746 | Confirmed | Completed |
| MyCarn chain Silled with HCPCS codes ASS00 and ASS01 (Diabetic Foothwar), are denying for benefit imitation when more than one unit is being billed. The benefit limits should be 2 not 1. | 8/10/2022 | 36-Podiatrist Individual 76-Ourable Medical Equipment Supplier | All provides will be notified by viewing the CSS Report which will be posted on the Cardiousic Confirmedire Post and updated 8 minority effective September 15, 2022 through resolution of the CPSE. Providers can also contact the Caresource Provider Services Team at 800-488-0134. | 9/15/2022 | Target daims reprocessing date 1/16/2022 - 11/23/2022 Clams reprocessed on 9/8/2022 | 12 | Confirmed | Completed |
| Claims billed with HCPCS code E0570 (Nebulizers) were denying incorrectly for benefit finitiation. | 8/11/2022 | 76 Dunable Medical Equipment Supplier | All providers will be notified by viewing the CPSE Report which will be posted on the Carefocure. Confliction of the Carefocure and posted Bi-monthly effects September 15,00 Stronger resolution that CPSE. Providers can also contact the Carefocurce Provider Services Team at 800-488-0134. | 8/31/2022 | Target daims reprocessing date 11/2/2022 - 11/9/2022 Claims reprocessed on 9/18/2022 | 918 | Confirmed | Completed |
| Claims were denying incorrectly with denial reason code 109 (Missing/Invalid Original Claim Number) and should not deny when it was not submitted as a corrected claim. | 8/17/2022 | 00-All provider types | All providers will be notified by viewing the CPSE Report which will be posted on the CareSource Com/Provider Portal and updated 8i-monthly effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134. | 9/22/2022 | Target claims reprocessing date 11/23/2022 - 11/30/2022 Claims reprocessed on 10/10/2022 | 14 | Confirmed | Completed |

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|--|--------------------------------|---|---|------------------------------------|--|---------------------------|--------------------------|-------------|
| Claims were denying iscorrectly with denial reason code 7LR (Primary carrier required) and should not deny when the claim is submitted with the secondary adjustment code that was provided by the primary carrier. | 8/28/2022 | 00-All provider types | All providers will be notified by viewing the CPSE Report which will be posted on the Candounce.Com/Provider Partial and updated bi-monthly effective Speptime 15, 2015 Whongh resolution and the CPSE Provider can also contact the Carcidounce Provider Services Team at 800-488-6154. | 10/6/2022 | Turget claims reprocessing date 12/7/2022 - 12/14/2022 | | Confirmed | In Process |
| Anobiance claims should not deny a mileage claim line when the corresponding transport code is billed. In Addition: Prior subministration is not required for procedure codes AO130 and \$50209 (Noemengency transportations, wheelshair was) that includes both participating and out-of-network providers effective 1/1/2021 for MyCare. However, prior authorization is required for out-of-network providers effective 1/1/2022 for OH Mediciad. | 9/7/2022 | E3-Anholatine 83-Wheelshale Van | All providers will be notified by revening the CSSE Report which will be posted on the Cardisours cons/revolved her based and updated 8-involved yelfective. September 15, 2022 through resolution of the CPSE. Providers can also contact the Cardisource Provider Services Team at 800-488-0134. | 9/12/2023 10/13/2022 | Tagget data: Improcessing date 3/16/2002 - 11/3/2002 Lagget data: Improcessing date 12/14/2002 - 12/31/2002 Claims reprocessed on 11/2/2002 | 453 | Confirmed | Completed |
| Claims with procedure codes 978.10, 9781.1, 9783.1 or 97914 (Acapuncture services), and emigra incorrectly for death incorrectly for death incorrectly for death incorrectly for death areas code USU (Fingel diagnosis combination) and should not deny when billed with dx codes MS4.50, MS4.51 or MS4.59. | 9/8/2022 | 23-Acquencturist 22-Chropractor individual | All providers will be notified by revening the CPSE Report which will be posted on the Cardisource Confilirotation Post and updated 8 monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the Cardisource Provider Services Team at 800-488-0134. | 9/16/2022 | Target dalims reprocessing date 11/16/2022 - 11/23/2022 | | Confirmed | In Process |
| As of \$1/2022, ABA services will price at 60% of the allowable for our of-network provides that do not have 5 ligid Case Agreement with CartSource. This is a potential overpayment. | 9/12/2022 | S. & G. Olivone Neath Agency Delivone Neath Agency Delivone Note Neather Ne | All providers will be notified by reviewig the CSS. Report which will be posted to the Cardiouse Constitution of the Cardiouse (Perfective November 15, 2022 through resolution of the CPSI. Providers can also contact the Cardiouse Provider Services Team at 800-488-0134. | 9/22/2022 | Target claims reprocessing date 13/35/2022 - 12/3/2022. The system has been corrected on 9/22/2022 and claims will not be reprocessed. Configure made a business decision not to reprocess claims that would result in a recougment. | 21,694 | Confirmed | Completed |
| Pain management procedure codes (\$443), 64894, 64895) are denying for authorization when there is an authorization on file. | 9/13/2022 | 20 Physician (coteopath, ndrividual) 21 Professional Medical Group | All providers will be notified by releving the CPSE Report which will be posted to the Cardious confilination of the Cardious Confilination For all and updated 8 immobility effective. November 15, 2022 through resolution of the CPSE. Providers can also contact the Cardiousce Provider Services Team at 800-488-0134. | 10/20/2022 | Target claims reprocessing date 12/28/2022 - 1/4/2023 | | Confirmed | In Process |
| Procedure code S9430 (Postparium care only), is denying for prior authorization and should process without it for in-network and out-of-network providers. | 9/20/2022 | 20 Physician/coteopath, Individual 21 Professional Medical Group | All providers will be norified by releving the CPSE Report which will be posted on the CardSource Confilination of the CardSource Confilination of the CPSE. Providers can also contact the CardSource Provider Services Team at 800-488-0134. | 10/17/2022 | Target claims reprocessing date 12/21/2022 - 12/28/2022 Claims reprocessed on 10/31/2022 | 60 | Confirmed | Completed |
| The following COVID vaccine codes are denying with denial reason code 212 (invalid procedure code) and should be payable: 0.1244 0.1344 0.1344 1.9131 1.9131 1.9131 1.014 1.01 | 9/22/2022 | Da-terpolar (IP & OP) 3-Pepidan (Portopa), Individual 21-Pepidan (Portopa) 42-Pepidan (Portopa) 42-Pepidan Asistant 50-Clinic 72-Nurse Practitioner Individual | All products will be notified by rivering the CSE Report which will be posted to the Candidate Complication of the Candidate Microslip Vietness November 15, 1902 through resolution of the CPSE. Providers can also contact the Cardiousce Provider Services Team at 800-488-0134. | 10/24/2022 | Target claims reprocessing date 12/28/2022 - 1/4/2023 | | Confirmed | In Process |
| Cains billed with HCRS code £130 (Doggen concentrator) are denively recovery with denivel reason code £30 (Disalson concert modifier required). Per the DDM Ongern DME fee 5 chedule, modifier U1 is billed when £1390 and £1392 are provided together. | 10/3/2022 | 76-Durable Medical Equipment Supplier | All providers will be notified by sewing the CSE Report which will be posted to the Cardious Count/Provider Yours and an updated this monthly effective. November 15, 2022 through resolution of the CPSE. Providers can also contact the Cardiousce Provider Services Team at 800-488-0134. | 11/1/2022 | Target claims reprocessing date 1/4/2023 - 1/11/2023 | | Confirmed | In Process |
| Nospice claims billed with Place of Service 34 or 8III Type 081/082 are denying for prior authorization and should not deny since prior authorization is not required for both participating and non-participating provides. | 10/4/2022 | 44 Hospice | All providers will be notified by viewing the CPSE Report which will be posted on the Cardsoure. Com/Provider Portal and updated B-monthly effective Newmeber 13, 2022 through resolution of the CPSE. Providers can also contact the Cardsource Provider Services Team at 800-488-0134. | 10/26/2022 | Target claims reprocessing date 12/28/2022 - 1/4/2023 | | Confirmed | In Process |
| Procedure code DG340 (Caphallometric film) should not be bundled with D0120 if billed by an Orthodoniost. | 10/4/2022 | 31-Professional Dental Group | All products will be notified by reviewig the OSE Report which will be posted on the CanaSource.Com/Provider Portal and updated Bi-monthly effects Nevember 15, 2021 through resolution of the CPSE Providers can also contact the Cardiource Provider Services Team at 800-488-9134. | 10/14/2022 | Target claims reprocessing date 12/14/2022 - 12/21/2022 Claims reprocessed on 10/17/2022 | 381 | Confirmed | Completed |
| Ongen rental codes are denying for prior authorization. However, prior authorization is not required for both in and out of network provides from 1/1/2021 - 6/1/2022. | 10/6/2022 | 76-Durable Medical Equipment Supplier | All providers will be notified by viewing the CPSE Report which will be posted on the Candounce.Com/Provider Partial and updated bi-monthly effective November 15, 2022 through resolution of the CPSE Providers can also contact the Cardisource Provider Services Team at 800-488-0134. | 11/17/2022 | Target claims reprocessing date 1/18/2023 - 1/75/2023 | | Confirmed | In Process |
| MyCare custodial claims for Opt Out claims are denying with 221 secondary allowable amount instead of allowing payment like it should have and Opt in claims did not show 222 epishastion density with should have deried under Medicare but allowed payment under Medicald. Due to this configuration error, there are MyCare claims that paid under the Medicare portion incorrectly. | 10/6/2022 | 86-Nursing Facility | All providers will be notified by viewing the CPSE Report which will be posted on the Cardioune Com/Provider Portal and updated Simonthly effective Movember 13, 2021 brough resolution to the CPSE. Providers can also contact the Cardiounce Provider Services Team at 800-488-0134. | 11/7/2022 | Turget claims reprocessing date 1/11/2023 - 1/18/2023 | | Confirmed | In Process |

| Description of CPSE | Date CPSE was First Identified | Billing Provider Type(s) Impacted by CPSE (select all that apply) | All Date(s) and Method(s) Providers Notified of CPSE | Timeline for Fixing CPSE | Date(s) and/or date span(s) of Corrected Claims Adjustments | Number of Claims Impacted | CPSE Potential/Confirmed | CPSE Status |
|--|--------------------------------|--|---|--------------------------|---|---------------------------|--------------------------|-------------|
| Hearing codes VS160 and VS260 are denying for prior authorization. However, prior authorization is not required for both in and out of network providers for MyCare. | 10/11/2022 | 20 Physician (roteopath, individual 43-Audiologist, individual | All providers will be notified by siewing the CSE Report which will be posted on the Cardiouse confironized Provided and apptated ill monthly effective. November 15, 2022 through resolution of the CPSE. Providers can also contact the Cardiouse Provider Services Team at 800-488-0134. | 11/9/2022 | Target claims reprocessing date 1/11/2023 - 1/18/2023 | | Confirmed | In Process |
| Claims billed with procedure code 90999 (Unlisted dialysis procedure) should pay at a per dien rate, but it is paying the billed charges. This is a potential overpayment. | 10/17/2022 | 59-End-Stage Renal Disease (Dialysis) Clinic | All provides will be notified by reviewig the CSS. Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effects. November 15, 2021 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134. | 11/3/2022 | Target claims reprocessing date 1/11/2023 - 1/18/2023 | | Confirmed | In Process |
| Non-Opioid claims are denying incorrectly with derial reason code 220 (Medicare Non-Covered Service). According to the OTP program, claims not related to Opioid treatment are payable. | 10/18/2022 | 84 Ohio Department of Mental Health (Community Mental Health) Provider 95 ODADAS Certified/Licensed (SUO) Treatment Program | All providen will be notified by viewing the CPSE Report which will be posted on the Cardsoure. Com/Provider Portal and updated Bi-monthly effective November 13, 2021 through resolution of the CPSE. Providers an also contact the Cardsource Provider Services Team at 800-488-0134. | 12/1/2022 | Target claims reprocessing date 2/J/2023 - 2/10/2023 | | Confirmed | In Process |
| Claims submitted by a provider that is part of the PFK (Partners For Kids) contract are denying incorrectly for prior authorization. | 10/21/2022 | 00-All provider types | All providen will be notified by viewing the CPSE Report which will be posted on the Cardoure. Com/Provider Partal and updated 8-monthly effective November 13, 2021 through resolution of the CPSE. Providers an also contact the Cardouree Provider Services Team at 800–488-0134. | 11/2/2022 | Target claims reprocessing date 1/11/2023 - 1/18/2023 | | Confirmed | In Process |
| Claim bilde with procedure code (1000) (Comprehensive multidisciplinary evaluation) are design with drain across code (0.0) (81 to 10 finds when the member's enrollment date is the same as the date of service and should not deny if it is a qualifying Ohio Rise CAMS Assessment claim. | 10/21/2022 | S4. Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified (Licensed (SUII)) Treatment Program | All providers will be notified by reviewig the CSS. Report which will be posted to the Cardiouse Com/Provider Portal and apptated this modelly effective. November 15, 2022 through resolution of the CPSI. Providers can also contact the Cardiouse Provider Services Team at 800-488-0134. | 11/10/2022 | Target claims reprocessing date 2/13/2023 - 2/20/2023 | | Confirmed | In Process |
| CareSource's Clearinghouse, Availley, were rejecting dains incorrectly when the rendering provider was showing an association to a Provider Type 84 6 95. There is no action the provider meets to sale, the claims that were rejected have been submitted for reprocessing, however, if they did resubmit the claims while the fix was taking place then they could have experienced duplicate denials. | 10/26/2022 | 84 Olso Department of Mental Health (Community Mental Health) Provider 95 ODADAS Certified (Cerosed (5UD) Treatment Program | All proders will be notified by velocity the CSS Export which will be possed on the Candisance Annimore from all most partial entering charged length entering the contract Newmorth St. 2022 through resolution of the CSE. Provider can also contact the CareSource Provider Services Team at 800-489-0134. | 10/31/2022 | Claims reprocessed on 11/2/2022 | 3,482 | Confirmed | Completed |
| Claims are denying in error with denial code UM1 (Unit exceeded), when there are enough units left to cover the services. | 10/27/2022 | 00-All provider types | All providers will be notified by viewing the CPSE Report which will be posted on the Carefource. Com/Provider Portal and updated 8t-monthly effective November 13, 2012 through resolution of the CPSE. Providers and also contact the Carefource Provider Services Team at 800-488-0134. | 12/1/2022 | Target claims reprocessing date 2/3/2023 - 2/10/2023 | | Confirmed | In Process |
| NOSC and HDDR and HDDR (Alcohal and drug treatment) are denying for prior authorization in error with denial code XR4 and should not deny when the claims are second stay claims that deem't require a prior authorization. | 10/31/2022 | 84 Olio Department of Mental Health (Community Mental Health) Provider 95 ODADAS Certified (Leessed (SUD) Treatment Program | All provides will be notified by sewing the CSE Report which will be posted to the Cardious Consilvoider broat and applated liminority effective November 15, 2022 through resolution of the CPSE. Providers can also contact the Cardiousre Provider Services Team at 800-488-9134. | 11/30/2022 | Target claims reprocessing date 2/3/2033 - 2/10/2023 | | Confirmed | In Process |
| Therapeutic magnetic stimulation (TMS) treatment codes 90867, 90868, and 90869 are processing using the previous rates and should pay at the new rate effective 1/1/2022. | 11/4/2022 | 20 Physician/csteopath, individual 42 Psychologist, Individual 54 Eucende Independent Chemical Dependency Counselor 65 Clinical Nurse Specialist Individual 72 Nurse Practitioner Individual | All provides will be notified by viewing the CPSE Report which will be posted on the Cardoure. Com/Provider Portal and updated B-monthly effective November 13, 2012 through resolution to the CPSE. Providers an also contact the Cardource Provider Services Team at 800-488-0134. | 11/23/2022 | Target claims reprocessing date 1/25/2023 - 2/1/2023 | | Confirmed | In Process |

OH-MED-P-1682387