



## **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 E0561 and E0562 (Humidifier) billed with inappropriate modifiers should deny and is only payable if billed with modifier NU. This is a potential overpayment to providers.	6/1/2022	76-Durable Medical Equipment Supplier	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective July 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	<del>7/22/2022</del> 9/15/2022	<del>Target claims reprocessing date 9/1/2022 – 9/14/2022</del> Target claims reprocessing date 11/16/2022 - 11/23/2022 Claims reprocessed on 10/14/2022	1,696	Confirmed	Completed
MyCare Opt In lab claims denied for lack of authorization, however, they should not have denied when the referring provider is participating.	6/13/2022	16 & 60 Home Health Agency 20-Physician/Osteopath, Individual 23-Acupuncturist 24-Physician Assistant 26-Non-Agency Home Care Attendant 36-Podiatrist Individual 43-Audiologist, Individual 72-Nurse Practitioner Individual 76-Durable Medical Equipment Supplier 80-Independent Laboratory 86-Nursing Facility	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective July 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	<del>7/8/2022</del> 8/19/2022	<del>Target claims reprocessing date 9/1/2022 – 9/14/2022</del> Target claims reprocessing date 10/19/2022 - 10/26/2022 Claims reprocessed on 10/7/2022	4,925	Confirmed	Completed
Prior authorization is required for PT/OT/ST that are administered by a Skilled Nursing Facility. Claims was paying without the prerequisite authorization.	6/13/2022	86-Nursing Facility	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective July 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	7/28/2022	<del>Target claims reprocessing date 9/1/2022 – 9/14/2022</del> <del>Target claims reprocessing date 11/16/2022 – 11/23/2022</del>  The system has been corrected on 7/28/2022 and claims will not be reprocessed. CareSource made a business decision not to reprocess claims that would result in a recognition.	6,547	Confirmed	Completed
Lab code 83090 (Homocysteine) 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	01-Hospital (IP & OP) 80-Independent Laboratory	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly 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/Osteopath, Individual	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	9/1/2022	Target claims reprocessing date 11/2/2022 - 11/9/2022 Claims reprocessed on 9/28/2022	614	Confirmed	Completed
HCPCS codes E0953 and E0954 (Wheelchair accessory) are denying for invalid procedure code, however these are valid and payable codes.	7/28/2022	76-Durable Medical Equipment Supplier	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource 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 \$0 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 CareSource.Com/Provider Portal and updated Bi-monthly effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	9/1/2022	Target claims 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 U04 (Invalid Diagnosis combination).	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 CareSource.Com/Provider Portal and updated Bi-monthly effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource 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 prior 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 viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-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 EBM codes 99202, 99203, 99211, 99212, and 99213 performed by a Chiropractor are denying incorrectly for X50 (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 CareSource.Com/Provider Portal and updated Bi-monthly effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	8/17/2022	Target claims reprocessing date 10/19/2022 - 10/26/2022 Claims reprocessed on 9/16/2022	1,746	Confirmed	Completed
MyCare claims billed with HCPCS codes A5500 and A5501 (Diabetic Footwear), are denying for benefit limitation when more than one unit is being billed. The benefit limit should be 2 not 1.	8/10/2022	36-Podiatrist Individual 76-Durable Medical Equipment Supplier	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly 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 claims reprocessing date 11/16/2022 - 11/23/2022 Claims reprocessed on 9/29/2022	12	Confirmed	Completed
Claims billed with HCPCS code E0570 (Nebulizers) were denying incorrectly for benefit limitation.	8/11/2022	76-Durable Medical Equipment Supplier	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	8/31/2022	Target claims 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 Bi-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 incorrectly with denial reason code 718 (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 CareSource.Com/Provider Portal and updated Bi-monthly effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	10/6/2022	Target claims reprocessing date 12/7/2022 - 12/14/2022		Confirmed	In Process
Ambulance claims should not deny a mileage claim line when the corresponding transport code is billed.  In Addition: Prior authorization is not required for procedure codes A0130 and 50309 (Nonemergency transportation; wheelchair van) 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 Medicaid.	9/7/2022	82-Ambulance 83-Wheelchair Van	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective September 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	<del>8/13/2022</del> 10/13/2022	<del>Target claims reprocessing date 11/16/2022 - 11/28/2022</del> Target claims reprocessing date 12/14/2022 - 12/21/2022 Claims reprocessed on 11/2/2022	453	Confirmed	Completed
Claims with procedure codes 97810, 97811, 97813 or 97814 (Acupuncture services), are denying incorrectly for denial reason code U04 (invalid diagnosis combination) and should not deny when billed with dx codes M54.50, M54.51 or M54.59.	9/8/2022	23-Acupuncturist 27-Chiropractor Individual	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	9/16/2022	Target claims reprocessing date 11/16/2022 - 11/23/2022		Confirmed	In Process
As of 8/1/2022, ABA services will price at 60% of the allowable for out-of-network providers that do not have a Single Case Agreement with CareSource. This is a potential overpayment.	9/12/2022	16 & 60-Home Health Agency 20-Physician/osteopath, individual 21-Professional Medical Group 51-Mental Health Clinic 76-Durable Medical Equipment Supplier 80-Independent Laboratory	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	9/22/2022	<del>Target claims reprocessing date 11/28/2022 - 12/2/2022</del>  The system has been corrected on 9/22/2022 and claims will not be reprocessed. CareSource made a business decision not to reprocess claims that would result in a recoupment.	21,694	Confirmed	Completed
Pain management procedure codes (64493, 64494, 64495) are denying for authorization when there is an authorization on file.	9/13/2022	20-Physician/osteopath, individual 21-Professional Medical Group	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource 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 59430 (Prostapartum 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/osteopath, individual 21-Professional Medical Group	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource 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:  0124A 0134A 91312 91313  In addition, covid vaccine codes were pricing at the old rates. ODM published rate change effective 8/31/2022, but MCO's were informed on 9/20/2022.	9/22/2022	01-Hospital (IP & OP) 20-Physician/osteopath, individual 21-Professional Medical Group 24-Physician Assistant 50-Clinic 72-Nurse Practitioner Individual	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	10/24/2022	Target claims reprocessing date 12/28/2022 - 1/4/2023		Confirmed	In Process
Claims billed with HCPCS code E1390 (Oxygen concentrator) are denying incorrectly with denial reason code 263 (Disallow correct modifier required). Per the ODM Oxygen DME Fee Schedule, modifier U1 is billed when E1390 and E1392 are provided together.	10/3/2022	76-Durable Medical Equipment Supplier	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	11/1/2022	Target claims reprocessing date 1/4/2023 - 1/11/2023		Confirmed	In Process
Hospice claims billed with Place of Service 34 or Bill Type 081/082 are denying for prior authorization and should not deny since prior authorization is not required for both participating and non-participating providers.	10/4/2022	44-Hospice	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource 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 D0340 (Cephalometric film) should not be bundled with D0120 if billed by an Orthodontist.	10/4/2022	31-Professional Dental Group	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	10/14/2022	Target claims reprocessing date 12/14/2022 - 12/21/2022 Claims reprocessed on 10/17/2022	381	Confirmed	Completed
Oxygen rental codes are denying for prior authorization. However, prior authorization is not required for both in and out of network providers 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 CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	11/17/2022	Target claims reprocessing date 1/18/2023 - 1/25/2023		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 221 explanation denial which should have denied under Medicare but allowed payment under Medicaid. 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 CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	11/7/2022	Target claims reprocessing date 1/11/2023 - 1/18/2023		Confirmed	In Process

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Hearing codes V5160 and V5260 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/osteopath, individual 43-Audiologist, individual	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource 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 diem rate, but it is paying the billed charges. This is a potential overpayment.	10/17/2022	59-End Stage Renal Disease (Dialysis) Clinic	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 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 denial reason code Z50 (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 (SUD) Treatment Program	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	12/1/2022	Target claims reprocessing date 2/3/2023 - 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 providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	11/2/2022	Target claims reprocessing date 1/11/2023 - 1/18/2023		Confirmed	In Process
Claim billed with procedure code H2000 (Comprehensive multidisciplinary evaluation) are denying with denial reason code BOL (Bill to Ohio Rise) 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 CANG Assessment claim.	10/21/2022	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource 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, Availity, were rejecting claims incorrectly when the rendering provider was showing an association to a Provider Type 84 & 95.  There is no action the provider needs to take, 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-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	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 CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	12/1/2022	Target claims reprocessing date 2/3/2023 - 2/10/2023		Confirmed	In Process
HCPCS codes H2034 and H2036 (Alcohol and drug treatment) are denying for prior authorization in error with denial code V04 and should not deny when the claims are second stay claims that doesn't require a prior authorization.	10/31/2022	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	11/30/2022	Target claims reprocessing date 2/3/2023 - 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/osteopath, individual 42-Psychologist, individual 54-Licensed Independent Chemical Dependency Counselor 65-Clinical Nurse Specialist Individual 72-Nurse Practitioner Individual	All providers will be notified by viewing the CPSE Report which will be posted on the CareSource.Com/Provider Portal and updated Bi-monthly effective November 15, 2022 through resolution of the CPSE. Providers can also contact the CareSource Provider Services Team at 800-488-0134.	11/23/2022	Target claims reprocessing date 1/25/2023 - 2/1/2023		Confirmed	In Process

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