



Claims Payment Systemic Errors (CPSE) Update Report

Confidential and Proprietary

As of: April 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
<p>Unique ID CS00271654: Confirmed CPSE</p> <p>Procedure code 86780 (Antibody; Treponema Pallidum) is denying X99 as noncovered and should not deny if billed with revenue code 0300,0302, 0309 and diagnosis codes below:</p> <p>Z00.00, Z00.01, Z00.110, Z00.111, Z00.121, Z00.129, Z11.2, Z11.3, Z11.4, Z11.59, Z11.9, Z20.2, Z20.6, Z22.4, Z33.1, Z34.00, Z34.01, Z34.02, Z34.03, Z34.80, Z34.81, Z34.82, Z34.83, Z34.90, Z34.91, Z34.92, Z34.93, Z72.51, Z72.52, Z72.53, Z72.89, O09.90, O09.91, O09.92, O09.93</p>	1/13/2023	01-Hospital (Outpatient) 80-Independent Laboratory	2/20/2023	Target claims reprocessing date 3/22/2023 - 3/29/2023 Claims reprocessed on 3/16/2023	Completed
<p>Unique ID CS00276480: Confirmed CPSE</p> <p>Prior authorization is required for behavioral health codes below that were rendered by an out-of-network provider. Claims was paying without the prerequisite authorization. This is a potential overpayment to providers.</p> <p>BH1 codes: 90785, 90791, 90832, 90834, 90837, 90839, 90846, 90849, 90853, 99354 BH2 codes: 99354, 99355, 90853, 90849, 90846, 90837, 90847, 90832, 90834, 90785, 90791</p>	1/25/2023	54-Licensed Independent Chemical Dependency Counselor	2/23/2023	Target claims reprocessing date 3/29/2023 - 4/5/2023 The system has been corrected on 2/23/2023 and claims will not be reprocessed. CareSource made a business decision not to reprocess claims that would result in a recoupment.	Completed
<p>Unique ID CS00278913: Confirmed CPSE</p> <p>Claims billed with procedure code 92310 (Prescription of optical and physical characteristics of and fitting of contact lens), should not deny for prior authorization when billed with dx codes H52.00, H52.01, H52.02, H52.03, H52.10, H52.11, H52.12, H52.13, H52.201, H52.202, H52.203, H52.209, H52.211, H52.212, H52.213, H52.219, H52.221, H52.222, H52.223, H52.229, H52.31, H52.32, H52.4, H52.521, H52.522, H52.523, H52.529, H52.531, H52.532, H52.53, H52.539, H52.6, H52.7, H53.141, H53.142, H53.143, H53.149, H53.50, Z01.00, Z01.01, Z46.0.</p>	1/25/2023	35-Optometrist Individual	3/1/2023	Target claims reprocessing date 4/5/2023 - 4/12/2023 Claims reprocessed on 3/21/2023	Completed
<p>Unique ID CS00284120: Confirmed CPSE</p> <p>2022 claims billed with HCPCS code S5001 (Buprenorphine 1mg/Naloxone 0.25mg brand) were processed using the previous rate and should pay at the new rate effective 1/1/2022.</p>	2/1/2023	20-Physician/osteopath, Individual 72-Nurse Practitioner Individual 84-Ohio Department of Mental Health (Community Mental Health) Provider	2/23/2023	Target claims reprocessing date 3/29/2023 - 4/5/2023 Target claims reprocessing date 4/5/2023 - 4/12/2023 Claims reprocessed on 4/10/2023	Completed
<p>Unique ID CS00299142: Confirmed CPSE</p> <p>Claims billed with PO or PN modifiers were rejected for invalid code.</p>	2/9/2023	00-All provider types	2/22/2023	Target claims reprocessing date 3/29/2023 - 4/5/2023 Claims reprocessed on 3/17/2023	Completed
<p>Unique ID CS00282602: Confirmed CPSE</p> <p>Claim line billed with H2017 (Psychosocial rehabilitation services) and H2019 (Therapeutic behavioral services) with Place of Service 11 or 53 should not take a 50% reduction if the number of units is greater than 6.</p>	2/10/2023	37-Licensed Independent Social Worker (LISW) 42-Psychologist, Individual 47-Professional Clinical Counselor 54-Licensed Independent Chemical Dependency Counselor	3/2/2023	Target claims reprocessing date 4/7/2023 - 4/14/2023 Claims reprocessed on 4/6/2023	Completed
<p>Unique ID CS00245103: Confirmed CPSE</p> <p>Claims for providers with specialty code PA (Anatomic Pathology) were pricing at 100% of allowed charges instead of the providers' contracted rate.</p>	2/10/2023	21-Professional Medical Group	3/15/2023	Target claims reprocessing date 4/19/2023 - 4/26/2023	In Process
<p>Unique ID CS00282529: Confirmed CPSE</p> <p>Claims billed with H2017 by an LPN and H2019 billed by an RN should not deny for prior authorization. All other provider types require a prior authorization.</p>	2/10/2023	00-All Provider Types	3/2/2023	Target claims reprocessing date 4/5/2023 - 4/12/2023 Claims reprocessed on 4/11/2023	Completed
<p>Unique ID TFS859880: Confirmed CPSE</p> <p>CMS MUE rule was incorrectly identifying codes that do not have an MUE value as having a value of zero. This leads to a denial for exceeding MUE values within MyCare Opt-In Facility claims.</p>	2/13/2023	01-Hospital (Outpatient)	2/22/2023	Target claims reprocessing date 3/22/2023 - 3/29/2023 Target claims reprocessing date 3/29/2023 - 4/7/2023 Claims reprocessed on 3/30/2023	Completed

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<p>Unique ID CSO0287567: Confirmed CPSE</p> <p>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.</p> <p>This applies to the following codes: 99221-99223 99231-99236 99238-99239 99252-99255</p>	2/15/2023	72-Nurse Practitioner Individual 20-Physician/osteopath, individual	<p>3/22/2023 3/27/2023</p>	Target claims reprocessing date 4/26/2023 - 5/3/2023	In Process
<p>Unique ID CSO0282200: Confirmed CPSE</p> <p>As of 1/1/22, place of service code 10 will reimburse at facility rates.</p>	2/15/2023	00-All Provider Types	3/23/2023	<p>Target claims reprocessing date 4/26/2023 - 5/3/2023</p> <p>The system has been corrected on 3/23/2023 and claims will not be reprocessed. CareSource made a business decision not to reprocess claims that would result in a recoupment.</p>	Completed
<p>Unique ID CSO0275050: Confirmed CPSE</p> <p>Dialysis claims for OH MyCare Opt Out members with Medicare primary submitted electronically are not processing the full patient liability.</p>	2/21/2023	01-Hospital (Outpatient) 59-End-Stage Renal Disease (Dialysis) Clinic	2/24/2023	<p>Target claims reprocessing date 3/19/2023 - 4/5/2023 Target claims reprocessing date 4/5/2023 - 5/3/2023</p>	In Process
<p>Unique ID TFS858284: Confirmed CPSE</p> <p>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.</p> <p>This impacts the following codes:10140, 11104, 11307, 15272, 20605, 28805, 36589, 51102, 64455, 64615, 65222, 66984, 68761, 77263, 77290, 77334, 86580, 88738, 90677, 90694, 90785, 90792, 90935, 92552, 92556, 93010, 96372, 97597, 99324, 99325, J1030, J1100, Q4159, 45385, 99491.</p>	2/23/2023	72-Nurse Practitioner Individual 43-Audiologist, Individual 42-Psychologist, Individual	<p>4/5/2023 4/10/2023</p>	Target claims reprocessing date 5/5/2023 - 5/12/2023	In Process
<p>Unique ID CSO0284778: Confirmed CPSE</p> <p>Currently sleep study codes 95800 & 95801 are denying XNC - Invalid procedure code. Effective 1/1/22 - CPT codes 95800 and 95801 are valid codes for medical claims.</p>	2/24/2023	20-Physician/osteopath, individual	3/22/2023	<p>Target claims reprocessing date 4/26/2023 - 5/3/2023 Claims reprocessed on 4/7/2023</p>	Completed
<p>Unique ID TFS858285: Confirmed CPSE</p> <p>Effective 1/1/2021 DME services billed in POS 31,32, and 33 do not require a prior authorization for PAR and Non-PAR providers.</p> <p>This impacts the following codes: A4221, A4223, A4311, A4344, A4390, A4406, A4407, A4409, A4414, A5061, A5063, A5514, A6011, A6022, A6204, A6211, A6237, A6253, A6257, A6407, A6453, A6454, A7032, A7034, A7035, A7037, A7038, B4034, B4035, B4087, E0950, E0951, E0954, E0955, E0956, E0961, E0971, E0973, E0974, E0978, E0990, E1020, E1226, E2208, E2211, E2213, K0019, K0040, K0077, L3000, L3020, A4310, A4338, A4357, A4452, A6010, A6223, A6235, A6252, A6446, A6449, E0953, E220</p>	2/24/2023	76-Durable Medical Equipment Supplier	4/3/2023	<p>Target claims reprocessing date 5/3/2023 - 5/10/2023 Claims reprocessed on 4/6/2023</p>	Completed
<p>Unique ID TFS863556: Confirmed CPSE</p> <p>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.</p>	3/3/2023	82-Ambulance	4/10/2023	Target claims reprocessing date 5/10/2023 - 5/17/2023	In Process
<p>Unique ID TFS857953: Confirmed CPSE</p> <p>Claims that are billed with Q1 2023 new codes are denying incorrectly.</p>	3/3/2023	00-All provider types	3/27/2023	Target claims reprocessing date 5/3/2023 - 5/10/2023	In Process
<p>Unique ID CSO0292170: Confirmed CPSE</p> <p>Adjusted claims are denying for Z15 (Duplicate Line by Provider) and should not deny when it has two different NDC.</p>	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	In Process

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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	In Process
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	In Process
Unique ID CSO0282541: Confirmed CPSE MyCare Opt Out claims billed with procedure code H2000 (Comprehensive multidisciplinary evaluation) are denying with denial reason code CBI (COB information not received) incorrectly and should process since the code is on the Third-Party Liability (TPL) Bypass.	3/24/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	4/6/2023	Target claims reprocessing date 5/12/2023 - 5/19/2023 Claims reprocessed on 4/10/2023	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
Unique ID CSO0300401: Confirmed CPSE 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.	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	In Process
Unique ID CSO0305296: Confirmed CPSE 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.	3/31/2023	43-Audiologist, Individual 76-Durable Medical Equipment Supplier	5/1/2023	Target claims reprocessing date 6/7/2023 - 6/14/2023	In Process
Unique ID TFS881817: Confirmed CPSE 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.	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
Unique ID TFS878672: Confirmed CPSE 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.	4/5/2023	00-All provider types	4/27/2023	Target claims reprocessing date 5/31/2023 - 6/7/2023	In Process
Unique ID CSO0309461: Confirmed CPSE 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.	4/6/2023	01-Hospital (Outpatient)	5/3/2023	Target claims reprocessing date 6/7/2023 - 6/14/2023	In Process
Unique ID CSO0296191: Confirmed CPSE 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.	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
Unique ID TFS884651: Confirmed CPSE Anesthesia and lab codes are denying XNC (Invalid procedure code) incorrectly and should process as covered.	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

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<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	<p>05-Rural Health Clinic</p> <p>12-Federally Qualified Health Center</p>	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

OH-MED-P-2007350