



Network Notification

Notice Date: April 17, 2020
To: Ohio Community Behavioral Health Providers
From: CareSource
Subject: Substance Use Disorder Residential Claim Denials

Please note: This communication is an update from the network notification dated April 13, 2020.

Summary

CareSource would like to inform Community Behavioral Health Centers (CBHCs) that provide Substance Use Disorder (SUD) Residential Treatment funded by service codes H2034 & H2306 and the allowed associated modifiers may be experiencing a claim denial for OA-181: Procedure code was invalid on the date of service.

Impact

This is an inappropriate denial that was inadvertently and unintentionally caused by unrelated service configuration changes. This occurred on March 30, 2020, was fixed on April 2, 2020 and will impact claims submitted for reimbursement during this timeframe.

CareSource has prioritized remediation of this issue and is actively working to get all impacted claims paid appropriately. At this time, no additional action is required from impacted CBHCs. As it develops, CareSource will provide an update to this Network Notification on the timeline for appropriate claims payment.

CareSource is targeting accurate claims payment for impacted claims in the check write during the week of April 20, 2020.

Questions?

For questions, please contact Provider Services at **1-800-488-0134** (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time).

OH-Multi-P-104558