

# Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – August 2023

Updated Aug. 10, 2023

The UnitedHealthcare Community Plan of Ohio is making this information available to participating health care professionals to help you better understand when we identify claims payment systemic errors (CPSEs) and the action we've taken to adjust the payments and correct the errors.

If you have any questions about these issues, please contact Diane Jordan at [diane.jordan@uhc.com](mailto:diane.jordan@uhc.com). Thank you.

Unique ID and description of claims payment systemic errors (CPSE)	Date CPSE was first identified	Billing provider types impacted by CPSE	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	CPSE status
<p><b>CPSE: CPR0013230</b>  Providers were submitting codes 0053, 84443, 85025, 85004, 85027, 85007, 85009 separately under case 03657512. We asked them to bundle the codes under 80050. However, because 80050 is a noncovered code for Ohio Medicaid, it was being denied. We're removing the V8N denial so the codes can be paid separately. The number of billing providers impacted is 6,252. The number of claims affected is 6,253.</p>	<p>March 30, 2023</p>	<p>80 – Independent laboratory</p>	<p>This issue is listed in the August 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio.</p>	<p>Estimated for completion on Sept. 30, 2023.</p>	<p>Estimate: Nov. 30, 2023</p>	<p>We created CPSE CPR0015038 to fix this issue. While it deployed on July 16, 2023, the issue is still unresolved. We submitted PPT ticket 002908 to further investigate and fix the issue.</p>
<p><b>CPSE: DSMR-08042023121630</b>  Agency providers tied to the Ohio Medicaid Lyte non-par agreement claims for T1019 aren't rolling to term for non-agency providers and aren't paying correctly. The number of billing providers impacted is 187. The number of affected claims is 12,939.</p>	<p>June 1, 2023</p>	<p>45 – Waivered services organization</p>	<p>This issue is listed in the August 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio.</p>	<p>The system was corrected on July 31, 2023.</p>	<p>Estimated for completion on Aug. 31, 2023.</p>	<p>We submitted claims project DSMR-08042023121630 on Aug. 4, 2023, for the adjustment.</p>

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<p><b>CPSE: CP00005179</b> Behavioral health claims are denying with reason Y11 when the billing NPI is the same as the rendering NPI. The number of billing providers impacted is estimated at 9. The number of affected claims is estimated at 500.</p>	July 25, 2023	47 – Professional clinical counselor	This issue is listed in the August 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio.	Estimated for completion on Oct. 31, 2023.	Estimate: Jan. 31, 2024	<p>We opened the following tickets:</p> <ul style="list-style-type: none"> <li>• INC32864719 to review the claims that are being denied</li> <li>• ISSISS3113151 to rework the claims</li> <li>• CP00005179 to catch the claims on the front end so we can manually process them until the system is updated</li> </ul>
<p><b>CPSE: Enteral issue</b> Potential CPSE for enteral/durable medical equipment services to correct the issue that our OHDPMP providers are not pricing at the correct rate.</p>	Aug. 7, 2023	76 – Durable medical equipment supplier	This issue is listed in the August 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio.	TBD	TBD	We'll submit a rapid PCA to stop the claims as they're submitted so we can manually price them until the system is updated.