

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – August 2024

Updated on Aug. 13, 2024

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. Thank you.

Unique ID and description of claims payment systemic errors (CPSE)	Line of Business	Date CPSE was first identified	Billing provider types impacted by CPSE	Timeline for fixing CPSE	Date(s) and/or date span(s) of corrected claims adjustments	CPSE status
8-IFP Coordination with Medicaid – Confirmed CPSE issue The UnitedHealthcare system isn't recognizing the primary explanation of benefits (EOB) from the exchange.	Medicaid	Jan. 10, 2024	00-All provider types	We're working on the system update. The new estimate for completion is Oct. 1, 2024.	Not applicable. We're identifying claims on the front end on a daily basis and paying them. No adjustments are required.	In process
CPR0021064 – Confirmed CPSE issue The UnitedHealthcare system is denying G0155 as a non-covered service.	Medicaid	May 28, 2024	16 & 60-Home Health Agency	The system was updated on July 6, 2024.	We completed the claim adjustments from July 15–22, 2024.	Completed
Impact case #4544134 – Confirmed CPSE issue The UnitedHealthcare system is denying code J7318 as a non-covered benefit. Code J7318 is covered, effective Jan. 1, 2024.	Medicaid	June 6, 2024	20-Physician/ Osteopath, Individual	The system was updated on July 31, 2024.	We adjusted the claims on Aug. 2, 2024.	Completed