Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – November 2026

Updated Nov. 9, 2026

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
Confirmed CPSE issue UN10 The system is incorrectly denying claims with the remark code YK9, indicating the rendering provider's NPI is invalid. Providers impacted: 609 Claims impacted: 9,599	Medicaid	Oct. 5, 2026	00-All provider types	System corrected: Oct. 20, 2026	Estimate: Nov. 30, 2026	Submitted claims for adjustment on Oct. 21. 2026.
No CPSE issues	MyCare					

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