

# Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – March 2023

Updated March 9, 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
Potential CPSE: 3346537 V8N is denying the following codes in error: 90832, 90834, 90837.	Jan. 5, 2023	12 – Federally qualified health center	This issue is listed in the March 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio.	Estimated: March 31, 2023		In process
Reported under CPSE: 25777226 This was determined to not be a CPSE issue. A 3M update was completed on Dec. 17, 2022, under alert 19320. Outpatient hospitals were pricing incorrectly under Enhanced Ambulatory Patient Groups.	Jan. 17, 2023	01 – Hospital (Outpatient)	This issue is listed in the March 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio.	Dec. 17, 2022	We began making payment adjustments on Oct. 1, 2022. Since this was an update by 3M, adjustments are still being made, with an estimated completion date of April 15, 2023.	In process

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Confirmed CPSE: 3405977 Member liability is incorrectly billing T2046 for hospice claims.	Jan. 25, 2023	86 – Nursing facility	This issue is listed in the March 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio.	Estimated: March 25, 2023	Estimated date of adjustments: March 3, 2023.	In process
Confirmed CPSE: 27258033 Modifier 58 claims are being denied.	Feb. 23, 2023	20 – Physician/ osteopath, individual	This issue is listed in the March 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio.	System was corrected on March 4, 2023	Estimated date of adjustments: April 15, 2023	In process