

# Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – September 2022

The UnitedHealthcare Community Plan of Ohio is making this information available to participating health care professionals to help you better understand when we make adjustments or corrections to your payments.

If you have any questions about these issues, please contact Cathy Spindler at [cathy.spindler@uhc.com](mailto:cathy.spindler@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
IM11476/CHS1158 Confirmed CPSE: Federally qualified health center/rural health centers have not been processing behavioral health (BH) and medical visits separately. Claims are bundling evaluation and management (E&M) services that are medical based with BH services for codes 90832, 90834 and 90837.	Jan. 23, 2021	12 – Federally qualified health center	This issue will be listed on the published CPSE Report on the <b>UHCprovider.com</b> website for UnitedHealthcare Community Plan of Ohio. It will be listed in the March, May, July and September 2022 reports.	July 9, 2022	Manually audited and adjusted daily starting Jan. 23, 2021, through completion date of Aug. 18, 2022	Complete
2869374 Confirmed CPSE: Enhanced ambulatory patient groups (EAPG) codes D7240, D7210, 90832 and D2999 are denied either A07 send to Dentaquest or A04 not covered. Codes are on EAPG list and should pay	May 26, 2022	00 – All provider types	This issue will be listed on the published CPSE Report on the <b>UHCprovider.com</b> website for the UnitedHealthcare Community Plan of Ohio. It will be listed in the July and September 2022 reports.	July 6, 2022	May 31, 2022 through estimated completion date of Aug. 15, 2022	Complete

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2894227 Confirmed CPSE: OH MyCare Individual provider agreements were missed in the rate update, effective Nov. 1, 2021	May 2, 2022	45 – Waivered services organization	This issue will be listed on the published CPSE Report on the <b>UHCprovider.com</b> website for the UnitedHealthcare Community Plan of Ohio. It will be listed in the July and September 2022 reports.	Projected date Sept. 30, 2022	Sept. 30, 2022 through estimated completion date of Oct. 31, 2022	In Process
2893432 - Confirmed CPSE: Reimbursement issue of certain Q-codes under the independently billed reimbursement rules. Based on previous correspondence with Ohio Department of Medicaid (ODM) (screen print included with submission), only select Q-codes are currently eligible for the independently billed payment in the Optum Ohio APG software. However, new correspondence from ODM states that the previous guidance is no longer valid. Instead, all covered Q-codes are eligible for this payment when billed appropriately. Guidance provided by ODM after this was reported, no update was required, therefore, this was found not to be a CPSE	June 16, 2022	Hospital (IP & OP)	This issue will be listed on the published CPSE Report on the <b>UHCprovider.com</b> website for the UnitedHealthcare Community Plan of Ohio. It will be listed in the July and September 2022 reports.	N/A	N/A	Not a CPSE

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3055453 - Confirmed CPSE: modifier FS is denied for Ohio when billed with an E/M CPT® and billed with a facility POS (19, 21, 22, 23, 31, 32), the system needs to be updated to allow FS modifier	Aug. 2, 2022	20-Physician/osteopath, individual	This issue will be listed on the published CPSE Report on the <b>UHCprovider.com</b> website for the UnitedHealthcare Community Plan of Ohio. It will be listed in the September 2022 report.	Aug. 15, 2022	Aug. 15, 2022, daily through completion date of Sept. 6, 2022	In Process
3078314 - Potential CPSE: COVID-19 lab codes paying the incorrect rate	Aug. 15, 2022	20-Physician/osteopath, individual	This issue will be listed on the published CPSE Report on the <b>UHCprovider.com</b> website for the UnitedHealthcare Community Plan of Ohio. It will be listed in the September 2022 report.			Investigating

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