



**Molina Healthcare of Ohio
Claims Payment Systemic Errors**

March 2022

The current Claims Payment Systemic Errors (CPSEs) are listed below. Resolved issues previously reported will be removed from this log, and may be found in archived reports. Please review the log for updates prior to contacting Provider Services at (855) 322-4079.

Description of CPSE	Date CPSE was First Identified	Billing Provider Type(s) Impacted by CPSE (select all that apply)	Timeline for Fixing CPSE	Date(s) and/or date span(s) of Corrected Claims Adjustments	Number of Claims Impacted	Status
Confirmed CPSE: Claims are paying \$0.00 in error due to a cob mapping issue.	12/21/2020	82-Ambulance 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 44-Hospice 01-Hospital (Outpatient) 80-Independent Laboratory 16 & 60-Home Health Agency 95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 21-Professional Medical Group 05-Rural Health Clinic 45-Waivered Services Organization	3/1/2022	Workaround started 3/4/2021 Adjustments completed 3/25/2021 - 4/23/2021	1781 claims	Completed
Potential CPSE: Services billed by an FQHC are bundling in error with an E&M code, if performed on the same date of service causing incorrect denials. After final review, this is not a CPSE.	10/12/2021	12-Federally Qualified Health Center	2/2/2022	After final review, this is not a CPSE.	N/A	Completed
Confirmed CPSE: Waiver services for personal care T1019 and Assisted Living T2031 are paying incorrect rates.	11/18/2021	45-Waivered Services Organization	1/10/2022	Batch 1 -Adjustments completed 2/3/2022 - 2/28/2022 Batch 2 - Adjustments completed 2/8/2022 - 2/18/2022	Batch 1 - 4718 claims Batch 2 - 2925 claims	Completed
Confirmed CPSE: Due to a BOT issue, corrected claims are being denied as duplicates in error and/or the original claim is not being reversed causing incorrect payments.	11/30/2021	82-Ambulance 46-Ambulatory Surgery Center 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 80-Independent Laboratory 16 & 60-Home Health Agency 95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 21-Professional Medical Group 05-Rural Health Clinic	1/18/2022	Workaround started 1/14/2022 Adjustments completed 1/14/2022- 2/10/2022	619 claims	Completed



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Confirmed CPSE: Claims are denying in error for code edit diagnosis is inconsistent with the patient's age.	12/14/2021	82-Ambulance 76-Durable Medical Equipment Supplier 80-Independent Laboratory 16 & 60-Home Health Agency 21-Professional Medical Group 05-Rural Health Clinic	12/15/2021	Adjustments completed 12/21/2021 - 1/10/2022 Adjustments completed 1/05/2022 - 1/14/2022	Batch 1 -514 claims Batch 2 -58 claims	Completed
Potential CPSE: Claims for B9998 billed with modifiers U1 and U2 are denying in error with remit message "Use of modifier(s) U1/U2 is not typical for procedure code B9998." causing underpayments. After final review, this is not a CPSE.	12/14/2021	76-Durable Medical Equipment Supplier	1/26/2022	After final review, this is not a CPSE.	N/A	Completed
Confirmed CPSE: Claims are paying primary in error.	12/15/2021	82-Ambulance 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 01-Hospital (Outpatient) 80-Independent Laboratory 16 & 60-Home Health Agency 86-Nursing Facility 21-Professional Medical Group 05-Rural Health Clinic 83-Wheelchair Van	ETA 6/1/2022	ETA 8/24/2022	TBD	Ongoing remediation
Confirmed CPSE: The 1.1.2022 IP/OP Hospital Rate File was received by ODM on 12/2/21. Optum advised these updates will be completed beyond ODM's 25 calendar day requirement.	12/22/2021	01-Hospital (IP & OP)	1/18/2022 IP 1/27/2022 OP	IP - No claim impact OP- No claim impact	IP - 0 claims OP -0 claims	IP - Completed OP- Completed
Confirmed CPSE: Claims are denying in error as a duplicate when different modifiers are billed on the claim.	1/6/2022	21-Professional Medical Group	ETA 6/23/2022	ETA 9/15/2022	TBD	Ongoing remediation
Confirmed CPSE: The 1.1.2022 Provider Administered Pharmaceutical fee schedule was received by ODM on 12/27/21. Optum advised these updates will be completed beyond ODM's 25 calendar day requirement.	1/12/2022	01-Hospital (Outpatient)	1/27/2022	No claim impact	0 claims	Completed
Confirmed CPSE: The 1.1.2022 CPT HCPCS Level II update was received by ODM on 12/30/2021. Optum advised these updates will be completed beyond ODM's 25 calendar day requirement.	1/19/2022	01-Hospital (Outpatient)	1/27/2022	No claim impact	0 claims	Completed
Confirmed CPSE: Outpatient claims were placed in a PPS Hold for DOS 1/1/2022 and after which was released on 2/2/2022. Claims were located that were paid equal to or greater than total billed charges and were not captured in the PPS Hold and priced incorrectly. This is a potential overpayment to providers.	2/4/2022	01-Hospital (Outpatient)	ETA 7/22/2022	ETA 10/14/2022	TBD	Ongoing remediation



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Confirmed CPSE: Claims are denying for invalid place of service when billing with POS 71 and 72.	2/3/2022	50-Clinic 05-Rural Health Clinic 21-Professional Medical Group 84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	2/15/2022	ETA 6/3/2022	1514	Fix is complete
Confirmed CPSE: J1201 with the retroactive rate of \$15.38, effective 10/1/2021 - 12/31/2021 was not configured for Outpatient Hospital and ASC claims within the 25 days of being notified by ODM that it was erroneously excluded from the Q3 2021 version of the Provider-Administered Pharmaceutical fee schedule.	2/1/2022	46-Ambulatory Surgery Center 01-Hospital (Outpatient)	ETA 3/8/2022	No claim impact	0 claims	Ongoing remediation
New Potential CPSE: Due to an internal audit, Claims are not paying the \$100 provider incentive for COVID-19 vaccine administration codes for DME and per diem urgent care.	2/7/2022	76-Durable Medical Equipment Supplier 21-Professional Medical Group	ETA 7/25/2022	ETA 10/17/2022	TBD	Ongoing remediation
New Potential CPSE: Due to an internal audit, outpatient hospital lab, radiology, and pharmaceuticals paid greater than the claim line billed charge amount in error.	2/8/2022	01-Hospital (Outpatient)	ETA 7/26/2022	ETA 10/18/2022	TBD	Ongoing remediation
Confirmed CPSE: CES edit configuration has caused incorrect denials for edit flags MOD (Medicaid modifier) Edit 9523 DDR 27288 and 26735. Modifiers impacted: GE, GT, Q6, QW, SA, CS and few unlisted codes with RT/LT.	1/10/2022	50-Clinic 12-Federally Qualified Health Center 80-Independent Laboratory 95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 21-Professional Medical Group 05-Rural Health Clinic	1/12/2022	Batch 1 - ETA for adjustments 2/25/2022 - 3/22/2022 Batch 2 - ETA for adjustments 04/08/2022 - 5/9/2022	573 claims	Fix is complete
New Potential CPSE: E/M codes (99202-99205, 99212-99215) denying in POS 10. POS 10 became effective on 1/1/2022.	3/2/2022	50-Clinic 21-Professional Medical Group	ETA 8/22/2022	ETA 11/17/2022	TBD	Ongoing remediation
Confirmed CPSE: Payment is being reduced to 85% of the Medicaid maximum fee schedule for covered immunization, vaccine administrations, injection of medications, or provider-administered pharmaceuticals when the provider is billing modifier UD on a 1500 claim form and should not be according to OAC 5160-4-03.	1/31/2022	12-Federally Qualified Health Center 21-Professional Medical Group 05-Rural Health Clinic	ETA 7/18/2022	ETA 10/10/2022	TBD	Ongoing remediation
New Potential CPSE: Several codes with a PC/TC indicator of 3 on the Medicaid fee schedule were not configured to deny when rendered in a hospital setting causing claims to pay in error.	1/28/2022		2/9/2022	ETA 7/15/2022	TBD	Fix is complete
New Potential CPSE: Oxygen claims for HCPCS code E1390 are being underpaid and/or overpaid depending on the place of service billed per the 7/1/2021 Oxygen fee schedule on ODM's website.	2/17/2022	76-Durable Medical Equipment Supplier	ETA 8/4/2022	ETA 10/27/2022	TBD	Ongoing remediation