



Molina Healthcare of Ohio Claims Payment Systemic Errors

May 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 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: 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: 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)	3/25/2022	Adjustments completed 04/08/2022 Recoveries completed 04/05/2022	65	Completed
Confirmed CPSE: Claims are denying for invalid place of service when billing with POS 71 and 72.	2/3/2022	50-Clinic 84-Ohio Department of Mental Health (Community Mental Health) Provider 05-Rural Health Clinic 21-Professional Medical Group	2/15/2022	4/8/2022	845	Completed
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)	3/15/2022	No claim impact	0	Completed
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. After final review, this is not a CPSE.	2/7/2022	76-Durable Medical Equipment Supplier 21-Professional Medical Group	4/20/2022	ETA 10/17/2022	325	Completed
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



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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 - Completed 03/23/2022 Batch 2 -Completed 04/01/2022	573	Completed
Potential CPSE: E/M codes (99202-99205, 99212-99215) denying in POS 10. POS 10 became effective on 01/01/2022. After final review, this is not a CPSE.	3/2/2022	21-Professional Medical Group 20-Physician/osteopath, individual 84-Ohio Department of Mental Health (Community Mental Health) Provider	3/29/2022	ETA 11/17/2022	9	Completed
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
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. After final review, this is not a CPSE.	1/28/2022	21-Professional Medical Group 01-Hospital (Outpatient)	2/9/2022	After final review, this is not a CPSE	19	Completed
Confirmed 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	4/5/2022	Adjustment Batch 1 ETA 04/21/2022-05/16/2022 Adjustment Batch 2 ETA 04/21/2022-05/16/2022 Recoveries Completed 04/26/2022	2368	Fix is complete
New Potential CPSE: Edit 6084 DP 3040 is denying COVID-19 vaccines (CPTs 91300, 91301, 91303, 91306, 91307) in POS 19 and 22. Per COVID-19 Billing guidelines there are no POS restrictions. After final review, this is not a CPSE.	3/8/2022	21-Professional Medical Group 01-Hospital (Outpatient)	4/26/2022	Workaround started on 03/08/2022 After final review, this is not a CPSE	89	Completed
Confirmed CPSE: The 3.1.2022 DRG 772 (Alcohol/Chemical Dependency Rehabilitation) grouping and relative weights was received by ODM on 10.25.2021. Optum advised these updates will be completed beyond ODM's 25 day calendar requirement.	3/9/2022	02-Psychiatric Hospital	3/15/2022	4/22/2022	2	Completed



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New Potential CPSE: Medicaid claim not generating when Marketplace is primary for members with Dual enrollment.	3/16/2022	76-Durable Medical Equipment Supplier 01-Hospital (Outpatient) 21-Professional Medical Group 12-Federally Qualified Health Center 80-Independent Laboratory 84-Ohio Department of Mental Health (Community Mental Health) Provider 82-Ambulance 27-Chiropractor Individual 95-ODADAS Certified/Licensed (SUD) Treatment Program 20-Physician/osteopath, individual 70-Pharmacy	ETA 7/14/2022	ETA 09/12/2022	TBD	Ongoing remediation
New Potential CPSE: Claims with dates of service prior to 01/01/2020 unable to price in Webstrat, hitting Group Error: 04 Error acquiring Grouper version/payer exceptions.	4/12/2022	01-Hospital (IP & OP)	ETA 08/10/2022	ETA 10/09/2022	TBD	Ongoing remediation
New Confirmed CPSE: 4.1.22 ASP (PAP) Fee Schedule- EAPG claims priced in Webstrat will not meet the 25 TAT.	4/13/2022	01-Hospital (Outpatient)	ETA 08/11/2022	ETA 10/10/2022	TBD	Ongoing remediation
New Potential CPSE: Claims denied in error for IHBT members due to AutoQ158 not updated correctly.	4/19/2022	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	4/27/2022	ETA 10/16/2022	TBD	Ongoing remediation
New Confirmed CPSE: In the SKYGEN Enterprise system there are 2 locations (benefit configuration and network management record) where timely filing can be updated. The benefit configuration was updated on 4/13/2020 to 365 days. The network management record was not updated and was still set for 180 days. The timely filing listed in the network management record overrides the benefit configuration. A number of claims denied incorrectly for untimely filing.	4/20/2022	31-Professional Dental Group 30-Dentist, Individual	4/28/2022	ETA 10/17/2022	TBD	Ongoing remediation
New Potential CPSE: CES and CIM rebuilt a non-active edit (9243) with a valid guideline. Edit was put into production and configured incorrectly.	4/26/2022	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	5/4/2022	ETA 10/23/2022	TBD	Fix is complete
New Potential CPSE: Overpaying VFC providers the administration and the vaccines billed and not limiting the payment to less of billed charges.	4/29/2022	12-Federally Qualified Health Center 21-Professional Medical Group 01-Hospital (IP & OP)	ETA 08/27/2022	ETA 10/26/2022	TBD	Ongoing remediation
New Potential CPSE: As a result of the extension of the temporary VFC Payment Policy, administration CPT codes 90471 and 90742 are covered for ages 0-18, up to 6/30/2022. Configuration was not updated causing incorrect denials for dates of service 1/1/2022 and after.	5/2/2022	21-Professional Medical Group	ETA 08/30/2022	ETA 10/29/2022	TBD	Ongoing remediation



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<p>New Potential CPSE: Have not received a response from Optum regarding 3M release date for the 4/1/2022 EAPG Covered Code List updates. Not knowing the 3M release date may put us out of compliance for the 25 day TAT.</p>	5/2/2022	01-Hospital (Outpatient)	ETA 08/30/2022	ETA 10/29/2022	TBD	Ongoing remediation