



Molina Healthcare of Ohio Claims Payment Systemic Errors

November 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 denying in error as a duplicate when different modifiers are billed on the claim.	1/6/2022	21-Professional Medical Group 95-ODADAS Certified/Licensed (SUD) Treatment Program 12-Federally Qualified Health Center 84-Ohio Department of Mental Health (Community Mental Health) Provider	7/12/2022	Work around started 6/7/2022 ETA 9/15/2022 Adjustment Batch 1 Completed 9/15/2022 Adjustment Batch 2 Completed 9/16/2022 Adjustment Batch 3 Completed 9/15/2022 Adjustment Batch 4 Completed 9/14/2022 Adjustment Batch 5 Completed 9/19/2022	1753	Completed
Confirmed 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)	5/31/2022	Recoveries Completed 10/11/2022	6434	Completed
Confirmed 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	7/1/2022	Adjustments Completed 9/13/2022	3275	Completed
Confirmed 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 12/31/2022	Workaround started 6/8/2022 ETA 10/26/2022	TBD	Ongoing remediation
Confirmed CPSE: Patient Liability AutoQ Solution is not working correctly, causing double PL to be applied to claims or applying to the incorrect claim when on a Waiver Service Plan.	5/20/2022	45-Waivered Services Organization 86-Nursing Facility	7/5/2022	Adjustment Completed 9/19/2022	554	Completed
Confirmed CPSE: Provider types 84/95 behavioral health claims with a DOS 1/1/2022 and after for codes 99354, 99355, 99415, 99416, 99417 and G2212 are underpaying.	7/12/2022	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	7/19/2022	Adjustment Batch 1 Completed 9/6/2022 Adjustment Batch 2 Completed 9/17/2022	757	Completed

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Confirmed CPSE: EAPG claims priced in WebStrat will not meet the 25 TAT from the 3M software release on 6/23/2022 for HCPCS code K1034.	7/18/2022	01-Hospital (IP & OP)	Partial Fix 09/20/2022 Outpatient Hospitals Overall Fix 11/4/2022 OPHBH Hospitals	ETA 1/14/2023	TBD	Fix is complete
Confirmed CPSE: Air Ambulance is configured to require PA however it is to be paid without PA per the Ohio guidelines for Emergent Air if field 24C on the claim has a Y. It has been discovered that an authbot is denying the claims for auth without reviewing that box in error.	8/1/2022	82-Ambulance	ETA 11/29/2022	ETA 1/28/2023	TBD	Ongoing remediation
Confirmed CPSE: Claims with codes listed on the TPL bypass list recouped in error.	8/5/2022	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	8/5/2022	Adjustment Batch 1 Completed 9/20/2022 Adjustment Batch 2 Completed 10/3/2022 Adjustment Batch 2 Resubmitted ETA 10/6/2022-11/5/2022	1981	Fix is complete
Confirmed CPSE: Abortion, Sterilization, Hysterectomy claims paid incorrectly without accurate/valid consent form.	8/5/2022	01-Hospital (IP & OP) 21-Professional Medical Group	11/1/2022	Recoveries Completed 11/11/2022	436	Completed
Confirmed CPSE: It was determined during review of claims that the plan restriction group was incorrectly configured which caused the claims to all fire a 203 edit in error.	9/1/2022	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 16 & 60-Home Health Agency 21-Professional Medical Group 76-Durable Medical Equipment Supplier	9/1/2022	Adjustment ETA 10/31/2022-11/30/2022	3666	Fix is complete
New Confirmed CPSE: Outpatient claims were incorrectly identified under the Payment Integrity concept for Short Stays and were recouped in error.	9/22/2022	01-Hospital (Inpatient)	9/22/2022	Adjustment ETA 9/22/2022-10/22/2022	42	Fix is complete
New Confirmed CPSE: Optum advised The 10/1/2022 Provider-Administered Pharmaceutical fee schedule updates will be completed beyond ODM's 25 calendar day requirement.	10/24/2022	01-Hospital (IP & OP)	ETA 2/21/2023	ETA 4/22/2023	TBD	Ongoing remediation
New Confirmed CPSE: Claims did not complete the 2 way process. They were processed through the Webstrat but did not get updated in our system. This caused claims to pay at billed charges rather than paying by WebStrat pricing.	10/5/2022	01-Hospital (Outpatient)	11/3/2022	ETA 4/3/2023	TBD	Fix is complete