

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – February 2024

Updated Feb. 12, 2024

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. Thank you.

| Unique ID and description of claims payment systemic errors (CPSE) | Line of Business | 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 |
|--|------------------|--------------------------------|---|---|--|---|---|
| C&S 0132887 The UnitedHealthcare system is denying G codes in home health claims when the procedure in POS 12 is inconsistent with the place of service. <ul style="list-style-type: none">• Number of billing providers impacted: 52• Number of claims impacted: 443 | Medicaid | Jan. 12, 2024 | 16 & 60-Home Health Agency | This issue is listed in the February 2024 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio. | The system was corrected on Jan. 21, 2024. | Estimated for completion on Feb. 28, 2024. | We've submitted the claims under ACET 47017069. |

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|---|------------------|--------------------------------|--|--|---|---|---|
| <p>PIA-48015 The anesthesia rates for 2024 were loaded late.</p> <ul style="list-style-type: none"> • Number of billing providers impacted: 751 • Number of claims impacted: 1,102 | Medicaid | Jan. 24, 2024 | 73-Certified Registered Nurse Anesthetist (CRNA), Individual | This issue is listed in the February 2024 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio. | The system was corrected on Feb. 6, 2024. | Estimated for completion on March 28, 2024. | <p>We've taken the following steps:</p> <ul style="list-style-type: none"> • Feb. 7, 2024 – Submitted the claims for adjustment under ACET 48558970. • Jan. 18, 2024 – Reviewing the anesthesia conversion factor • Jan. 3, 2024 – Completed the anesthesia autoload and loading the conversion factor rate • Jan. 2, 2024 – Anesthesia is a large file and will take approximately 15 days to load • Dec. 28, 2023 – Put the CEAP hold • Dec. 19, 2023 – Submitted PIA 48015 |
| <p>PIA-48015 The transportation rates for 2024 were loaded late.</p> <ul style="list-style-type: none"> • Number of billing providers impacted: 22 • Number of claims impacted: 53 | Medicaid | Jan. 1, 2024 | 82-Ambulance | This issue is listed in the February 2024 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio. | The system was corrected on Feb. 6, 2024. | Estimated for completion on March 28, 2024. | <p>We've taken the following steps:</p> <ul style="list-style-type: none"> • Feb. 7, 2024 – Submitted the claims for adjustment under ACET 48592046 • Jan. 2, 2024 – Loaded the transportation rates |

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|---|------------------|--------------------------------|---|--|---|---|--|
| <p>PIA-48596 and 48600</p> <p>The home- and community-based services (HCBS) rates for 2024 were loaded late for home care waivers.</p> <ul style="list-style-type: none"> • Number of billing providers impacted: 352 • Number of claims impacted: 7,938 | Medicaid | Jan. 1, 2024 | 45-Waivered Services Organization | This issue is listed in the February 2024 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio. | The system was corrected on Feb. 6, 2024. | Estimated for completion on March 28, 2024. | <p>We've taken the following steps:</p> <ul style="list-style-type: none"> • Jan. 22, 2024 – Out-of-network load is under quality review; in-network load is in progress • Jan. 19, 2024 – Submitted out-of-network home care waiver CORE# SBRO-M576077-12B • Jan. 18, 2024 — Submitted in-network home care waiver CORE# SBRO-M575567-12A • Jan. 17, 2024 – Loaded OHML T1019, per CORE# SBRO-M573704-12B; working on home care waiver • Jan. 8, 2024 — Health plan approved our direction |
| <p>PIA-48603</p> <p>The HCBS rates for 2024 were loaded late for assisted living services.</p> <ul style="list-style-type: none"> • Number of billing providers impacted: 9 • Number of claims impacted: 43 | Medicaid | Jan. 1, 2024 | 74-Assisted Living Facilities | This issue is listed in the February 2024 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio. | The system was corrected on Feb. 6, 2024. | Estimated for completion on March 28, 2024. | <p>We've taken the following steps:</p> <ul style="list-style-type: none"> • Jan. 22, 2024 – In-network load is in progress • Jan. 19, 2024 – Out-of-network load is in progress • Jan. 17, 2024 – Submitted ONN CORE; SBRO-M574947-12B; INN Core; and SBRO-M574975-12A • Jan. 8, 2024 – Submitted PIA-48603 |

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| <p>IN00019491</p> <p>The UnitedHealthcare system is paying E&M codes 97535 and 97140 with modifiers GP and 25 in error when billed by an acupuncturist.</p> <ul style="list-style-type: none"> • Number of billing providers impacted: TBD • Number of claims impacted: TBD | Medicaid | Jan. 6, 2024 | 23-Acupuncturist | This issue is listed in the February 2024 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio. | Estimated for completion on March 31, 2024. | Estimated for completion on April 1, 2024. | We'll run a report to identify all of the claims after the system is updated. |
| <p>CSPE Issue 8-IFP Coordination with Medicaid:</p> <p>The UnitedHealthcare system isn't recognizing the primary explanation of benefits (EOB) from the exchange.</p> <ul style="list-style-type: none"> • Number of billing providers impacted: TBD • Number of claims impacted: TBD | Medicaid | Jan. 10, 2024 | 00-All provider types | This issue is listed in the February 2024 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio. | Estimated for completion on March 15, 2024. | Estimated for completion on April 30, 2024. | We're holding the claims until a process is in place. |