

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – July 2023

Updated July 11, 2023

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)	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
CPSEs: #38224, 38198, M461428-12B Per the health plan, we're adjusting the agency rates for T1019 (home- and community-based service providers) back to the passport rates. We're working on the updates. Once they're completed, we'll reprocess the claims. The number of billing providers impacted is 121. The number of claims affected is 8,009.	March 17, 2023	45 – Waivered services organization	This issue is listed in the July 2023 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio.	Estimated for completion on May 15, 2023.	May 8, 2023	Completed on May 8, 2023.

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
<p>CPSE: CPR0013230 Providers were submitting codes 0053, 84443, 85025, 85004, 85027, 85007, 85009 separately under case 03657512. We asked them to bundle the codes under 80050. However, because 80050 is a noncovered code for Ohio Medicaid, it was being denied. We're removing the V8N denial so the codes can be paid separately. The number of billing providers impacted is 6,252. The number of claims affected is 6,253.</p>	<p>March 30, 2023</p>	<p>80 – Independent laboratory</p>	<p>This issue is listed in the July 2023 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio.</p>	<p>Estimated for completion on May 1, 2023.</p>		<p>We opened ticket number CPR0013595 to reprocess the claims. We've reprocessed the original 171 provider claims and will continue until they've all been completed. CEAP number CP00004694 is in place to catch new claims. Ticket CPR0015038 deployment is set for July 16, 2023. Once it's completed, we'll submit a claims project.</p>

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Agency providers tied to the Ohio Medicaid Lyte non-par agreement claims for T1019 aren't rolling to term for non-agency providers and aren't paying correctly.	June 1, 2023	45 – Waivered services organization	This issue is listed in the July 2023 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio.	No estimate at this time.		A claims project will be done to adjust the claims after the fix is implemented. We currently have providers on CEAP audit to stop incorrect payments. CEAP CP00004913 was put in place on June 6, 2023. PROS Ticket 41360 has been submitted to correct the issue.