

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – May 2022

The UnitedHealthcare Community Plan of Ohio is making this information available to participating health care professionals to help you better understand when we make adjustments or corrections to your payments.

If you have any questions about these issues, please contact Cathy Spindler at cathy.spindler@uhc.com. Thank you.

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	Number of claims impacted	Status
Confirmed CPSE: FQHC/RHCs have not been processing BH and medical visits separately. Claims are bundling Evaluation and Management (E&M) services that are medical based with Behavioral Health services for codes 90832, 90834, and 90837	Jan. 23, 2021	12 – Federally Qualified Health Center	This issue will be listed on the published CPSE Report on the UHCprovider.com website for UnitedHealthcare Community Plan of Ohio. It will be listed in the March and May 2022 reports.	Temporary fix Jan. 23, 2021, Projected permanent fix Sept.1, 2022	Manually audited and adjusted daily starting Jan. 23, 2021, through projected completion date of Jun. 30, 2022	Still determining approx. 2200	Open

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Confirmed CPSE: Claims denying due to timely filing. National health emergency states timely filing should be 365 from date of service.	Feb. 17, 2022	00 – All provider types	This issue will be listed on the published CPSE Report on the UHCprovider.com website for the UnitedHealthcare Community Plan of Ohio. It will be listed in the March and May 2022 reports.	April 8, 2022	Manually audited and adjusted daily starting Feb. 17, 2022, through completion on April 8, 2022	219	Complete
Confirmed CPSE: T1019 (Personal Care) is not paying correctly with billed with the overtime (TU/UA) modifier. Claims are overpaying and underpaying when the modifier is used. This was found to not be a CPSE, upon additional research the issue was that health care professionals were billing incorrectly, and this is an education issue with provider billing.	Feb. 8, 2022	16 & 60 – Home health agency	This issue will be listed on the published CPSE Report on the UHCprovider.com website for UnitedHealthcare Community Plan of Ohio. It will be listed in the March and May 2022 reports.	May 2, 2022	Feb. 8, 2022, through completion on May 2, 2022.	212	Complete

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PCA-1-22-01656-C&S-WEB_05102022

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Confirmed CPSE: Professional claims billed with UD, a physician assistant or modifier of 50 a bilateral procedure.	Feb. 21, 2022	20 – Physician/osteopath, individual	This issue will be listed on the published CPSE Report on the UHCprovider.com website for UnitedHealthcare Community Plan of Ohio. It will be listed in the March and May 2022 reports.	Feb. 21, 2022	Claims were adjusted daily from Mar. 23, 2022 through completion on April 2, 2022	578	Complete

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