

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – November 2025

Updated Nov. 12, 2025

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	Timeline for fixing CPSE	Date(s) and/or date span(s) of corrected claims adjustments	CPSE status
Confirmed CPSE issue UN01 Our system is incorrectly denying HCPCS code L2006 for orthotic devices and components. The denial code PS2 indicates the claim is for non-covered services. We've identified that the PS2 code doesn't have a price listed on the fee schedule. We're correcting the system to remove the PS2 denial code and instead require the submitter to send medical records which we will review for medical necessity. Providers impacted: 6 Claims impacted: 40	Medicaid	June 27, 2025	76-Durable Medical Equipment Supplier	The system was corrected on Sept. 5, 2025.	We adjusted the claims on Sept. 25, 2025. The adjustments have been completed.	Completed

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Confirmed CPSE issue UN02 Our system is denying codes for long-acting reversible contraceptive (LARC) as duplicates to the facility claim. Providers impacted: 8 Claims impacted: 19	Medicaid	Aug. 25, 2025	01-Hospital (IP & OP)	Estimate: Jan. 31, 2026	Estimate: Feb. 28, 2026	Ticket BC00355323 has been submitted to correct the system. The request will likely not deploy until sometime in January, due to multiple duplicate rule update tickets and end-of-year peak season blackout dates.
Confirmed CPSE issue UN03 Claims are being denied in error when the U-modifier is not billed in the first modifier position. Providers impacted:137 Claims impacted: 284	Medicaid	Aug. 25, 2025	20-Physician/Osteopath, Individual	Estimate: Dec. 30, 2025	Estimate: Jan. 31, 2026	Ticket CPR0027340 has been submitted to correct the system. The system update is still in progress as of Nov. 10, 2025. Claims are being held when received and we're processing them manually to ensure they aren't denied.

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Confirmed CPSE issue UN04 HCPCS code T1003 isn't paying the agency rate correctly. Providers impacted: 15 Claims impacted: 30	Medicaid	Sept. 3, 2025	16 & 60-Home Health Agency	The system was corrected on Oct. 16, 2025.	Estimate: Nov. 30, 2025	Ticket PIA-68766 has been submitted to correct the system. The system update is still in progress, as of Oct 8, 2025. Claims were sent for adjustment on Oct. 17, 2025, under case ID 125874477.