

Claims payment systemic errors UnitedHealthcare Community Plan of Ohio

December 2020

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

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

Description of issue	Date identified	Affected care providers		Care provider notification of issue	Projected fix timeline	Date of corrected payment or adjustment to providers
		Types	Number			
Medical provider loaded under BH ID in error	Oct. 7, 2020	20-Physician/ osteopath, individual (ER/hospitalist)	47	UnitedHealthcare Provider Advocate working directly with the provider group, 47 different doctors under one TIN. This issue will be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for October 2020 published reports.	Nov. 10, 2020	Completed Nov. 25, 2020
Two procedure codes, J3490 and J3590, accidentally removed from the CLL file	Oct. 5, 2020	20-Physician/ osteopath, individual	118	UnitedHealthcare Provider Advocate worked directly with the provider that submitted the complaint through ODM HealthTrack. This issue will also be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for November 2020 published reports.	Nov. 8, 2020	Completed Nov. 19, 2020
Fast Case: 1915520 CPM: 03157328						

Description of issue	Date identified	Affected care providers		Care provider notification of issue	Projected fix timeline	Date of corrected payment or adjustment to providers
		Types	Number			
Procedure code J1100 accidentally removed from the covered codes list	Oct. 5, 2020	20-Physician/ osteopath, individual	269	UnitedHealthcare Provider Advocate worked directly with the provider that submitted the complaint through ODM HealthTrack. This issue will also be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for November 2020 published reports.	Nov. 8, 2020	Completed Nov. 25, 2020