

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – January 2022

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 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: Skilled nursing facility (SNF) claims bill type 022X denying U55 diagnosis unacceptable as principal diagnosis after June 2, 2021	Aug. 26, 2021	86 – Nursing Facility	This issue will be listed on the published CPSE Report on the UnitedHealthcare Community Plan of Ohio website on UHCprovider.com in the September and November 2021 and January 2022 published reports.	Oct. 30, 2021	Adjustments daily from Nov. 8, 2021, through completion on Nov. 11, 2021	26	Completed
Confirmed CPSE: Home- and Community-Based Services (HCBS) rate increase experienced an error in loading.	Nov. 17, 2021	16 and 60 – Home Health Agency	This issue will be listed on the published CPSE Report on the UnitedHealthcare Community Plan of Ohio website on UHCprovider.com in the January 2022 published reports.	Jan. 4, 2022	Manual audit began Nov. 17, 2021, and was completed on Jan. 4, 2022. Additional fallout claims estimated to be completed Jan. 15, 2022.	3030	Open