

# Claims payment systemic errors

## UnitedHealthcare Community Plan of Ohio

### January 2021

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](mailto:cathy.spindler@uhc.com). Thank you.

Description of 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
<b>Potential CPSE: CPT® 99396 was denying non-contracted in error. This was found not to be a CPSE.</b>	Nov. 4, 2020	12 – Federally Qualified Health Center	This was communicated with the providers affected via email by the Provider Advocate.	Nov. 23, 2020	Completed Nov. 23, 2020		Complete
<b>Potential CPSE: Codes 99441/99442 are denying services not contracted when billed for telehealth services.</b>	Jan. 14, 2021	20 – Physician/ osteopath, individual		Approximately 30 days			Ongoing