

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – March 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: 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 and March 2022 published reports	Jan. 4, 2022	Manual audit began Nov. 17, 2021, and was completed on Jan. 4, 2022. Additional fallout claims completed Jan. 15, 2022.	3030	Completed
Confirmed CPSE: Federally Qualified Health Center (FQHC)/Rural Health Clinics (RHCs) have not been processing behavioral health and medical visits separately	Jan. 23, 2022	12 – Federally Qualified Health Center	This issue will be listed on the published CPSE Report on the UnitedHealthcare Community Plan of Ohio website on UHCprovider.com in the March 2022 published reports	Projected April 9, 2022	Jan. 23, 2022, ongoing through projected date of May 14, 2022	Still determining approx. 1600	Open

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: T1019 (Personal Care) is not paying correctly when billed with the overtime (TU/UA) modifier. Claims are overpaying and underpaying when the modifier is used.	Feb. 8, 2022	16 & 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 March 2022 published reports	Projected date May 2, 2022	Feb. 8, 2022, ongoing through projected date of May 6, 2022	Still determining approx. 212	Open
Confirmed CPSE: Claims denying due to timely filing. In national health emergency states, timely filing should be 365 days from date of service.	Feb. 17, 2022	00 – All Provider Types	This issue will be listed on the published CPSE Report on the UnitedHealthcare Community Plan of Ohio website on UHCprovider.com in the March 2022 published reports	Projected date March 16, 2022	Feb. 17, 2022, ongoing through projected date April 30, 2022	Still determining approx. 1300	Open
Confirmed CPSE: Professional claims billed with a physician assistant (UD) or modifier of 50, bilateral procedure	Feb. 21, 2022	20 – Physician/ Osteopath, Individual	This issue will be listed on the published CPSE Report on the UnitedHealthcare Community Plan of Ohio website on UHCprovider.com in the March 2022 published reports	Feb. 21, 2022	Estimated May 21, 2022	579	Open