

# Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – May 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
Confirmed CPSE: Claims with procedure codes not requiring an authorization are denying for no authorization	Feb. 8, 2021	84 – Ohio Department of Mental Health (Community Mental Health) Provider  95 – ODADAS Certified/Licensed (SUD) Treatment Program	This issue will be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for March and May 2021 published reports.	Estimated March 12, 2021	March 19– March 24, 2021	10742	Complete
Confirmed CPSE: Enhanced Ambulatory Payment Groups – EAPG (Outpatient Grouper) claims not processing at correct rate	Feb. 11, 2021	01 – Hospital (Outpatient)	This issue will be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for March and May 2021 published reports.	Feb. 11, 2021	April 11, 2021	660	Complete

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<p>Confirmed CPSE: Update to Standard Operating Procedure made in error. When a claim comes in with Place of Service 50 – Federally Qualified Health Clinic – it hits a warning message stating to look at our Prior Authorization Standard Operating Procedure. The processor follows the steps in the Standard Operating Procedure, which calls out Place Of Service 50. The processor then overrides the out-of-network denial to process the claim. This step was removed in error with caused claims billed by a Federally Qualified Health Center (FQHC) to deny as non-par.</p>	Feb. 11, 2021	<p>12 – Federally Qualified Health Center</p> <p>05 – Rural Health Clinic</p>	<p>This issue will be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for March and May 2021 published reports.</p>	March 4, 2021	March 9, 2021	421	Complete

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
<p>Potential CPSE: Set-up issue within our system for the add-on code 99354, when billed with codes 99214 and 99215 a CPT® code expired on Dec. 31, 2020, however, the state mandates that we use it until June 1, 2021. This is the first group to bill us for the code — our system expired it and shouldn't have. This was found not to be a CPSE.</p>	<p>March 25, 2021</p>	<p>95 – ODADAS Certified/Licensed (SUD) Treatment Program  84 – Ohio Department of Mental Health (Community Mental Health) Provider</p>	<p>This issue will be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for May 2021 published reports.</p>	<p>Estimated June 7, 2021</p>	<p>April 9, 2021</p>	<p>1</p>	<p>Ongoing</p>