

Claims Payment Systemic Errors

UnitedHealthcare Community Plan of Ohio
November 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. 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 021X Revenue Code 0101 paid correctly prior to June 1, 2021 are now denying for lack of authorization.	Aug. 26, 2021	86-Nursing Facility	This issue will be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for the November 2021 published reports.	Sept. 17, 2021	Sep.18 – completed on Oct. 11, 2021	324	Completed
Confirmed CPSE: Skilled Nursing Facility (SNF) claims bill type 021X issued no payment and is only showing explanation of EH3 WF Override Allowable Amount, and claims overrides are not applying correctly.	Aug. 26, 2021	86-Nursing Facility	This issue will be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for the November 2021 published reports.	Sept. 17, 2021	Sep. 18 – completed on Oct. 11, 2021	82	Completed

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 Provider Portal website for UnitedHealthcare Community Plan of Ohio for the November 2021 published reports.	Oct. 30, 2021	Anticipated to be completed by Nov. 30, 2021	26	Open
Dentaquest discovered that claims for providers located in rural counties were processed without the required 5% differential.	Dec. 15, 2020	30- Dentist, Individual	This issue will be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for the November 2021 published reports.	Feb. 15, 2021	May 5, 2021 - completed on June 6, 2021	35204	Completed

