

Claims Payment Systemic Errors

UnitedHealthcare Community Plan of Ohio
September 2020

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 Issue	Date Identified	Affected Care Providers		Care Provider Notification of Issue	Projected Fix Timeline	Date of Corrected Payment or Adjustment to Providers
		Types	Number			
ODM hospital policy team responded to Genesis' inquiry regarding multiple procedure discount, stating: With our update to EAPG 3.14, ODM chose not to continue doing cross-type multiple procedure discounting on FFS claims. So providers' FFS claims should be paying at 100% when EAPGs 2 and 25 are billed together. Attached claim billed with EAPG types 2 and 25 were discounted.	06/02/2020	01 - Hospital	Still estimating impacted providers > than 5	Advocate has been communicating with the provider. Once the number of impacted providers is determined communication will be posted to the website.	08/08/2020	11 claims were adjusted and paid out on 07/16/2020 - Estimated to be completed 08/21/2020

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CPT Code H0015 denying with Place of Service 11	7/7/2020	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	242	On the week of 08/17/2020, Optum will request that this global Issue be placed on our Provider Express website under Ohio Specific provider news so providers are aware https://www.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wOH.html . This issue will be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for August 2020	8/24/2020	Estimated 09/25/2020
Base rate updates for inpatient and outpatient facility claims updated 8.8.2020- effective 7.1.2020 these will be overpayments	8/8/2020	01- Hospital (inpatient and outpatient)	Still estimating impacted providers > than 5	Notified by the project team for the individual provider that brought this to our attention- via Email 8.13.2020. Additional providers will be notified by Data Mining once the review is completed. This issue will be listed on the published CPSE Report on the Provider Portal website for UnitedHealthcare Community Plan of Ohio for September 2020 published reports. This will also be presented as part of the Large Provider Group meeting agenda on 9/18/20	8/8/2020	Currently in discovery with our Data Mining team for review (1126204) once discovery is complete adjustments will be 30 days after. Estimated 10/30/2020