



Molina Healthcare of Ohio Claims Payment Systemic Errors

**February
2023**

The current Claims Payment Systemic Errors (CPSEs) are listed below. Resolved issues previously reported will be removed from this log, and may be found in archived reports. Please review the log for updates prior to contacting Provider Services at (855) 322-4079.

Unique ID and Description of CPSE	Date CPSE was First Identified	Billing Provider Type(s) Impacted by CPSE (select all that apply)	Timeline for Fixing CPSE	Date(s) and/or Date Span(s) of Corrected Claims Adjustments	CPSE Status
Unique ID:228 Confirmed CPSE: Overpaying VFC providers the administration and the vaccines billed and not limiting the payment to less of billed charges.	4/29/2022	12-Federally Qualified Health Center 21-Professional Medical Group 01-Hospital (IP & OP)	ETA 3/31/2023	Workaround started 6/8/2022 ETA 3/31/2023	Ongoing remediation
Unique ID:247 Confirmed CPSE: Optum advised The 10/01/2022 Provider-Administered Pharmaceutical fee schedule updates will be completed beyond ODM's 25 calendar day requirement.	10/24/2022	01-Hospital (IP & OP)	11/10/2022	Adjustment ETA 1/19/2023-3/2/2023	Fix is complete
Unique ID:248 Confirmed CPSE: Claims did not complete the 2 way process. They were processed through the Webstrat but did not get updated in our system. This caused claims to pay at billed charges rather than paying by WebStrat pricing.	10/5/2022	01-Hospital (Outpatient)	11/3/2022	Batch 1 Adjustment Completed 1/13/2023 Batch 2 Adjustment Completed 12/27/2022 Batch 3 Adjustment Completed 1/24/2023 Recoveries Completed 1/4/2023	Complete
Unique ID:249 New Confirmed CPSE: Edit 9133 is firing in error when the DOS is not spanning over Oct 1.	11/16/2022	86-Nursing Facility	11/27/2022	Adjustment Completed 2/7/2023	Complete
Unique ID:250 New Confirmed CPSE: Claims hitting edit 151 for invalid POS in error.	11/28/2022	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	11/29/2022	Batch 1 Adjustment Completed 2/2/2023 Batch 2 Adjustment Completed 2/2/2023	Ongoing remediation
Unique ID:251 New Confirmed CPSE: On the Ambulatory Surgery Centers contract terms for contracts paying more than 100% of allowed, the extra percentage is not being applied to the ASC rates calculated by WebStrat. After final review this is not a CPSE	11/29/2022	46-Ambulatory Surgery Center	12/13/2022	After final review this is not a CPSE	Complete
Unique ID:252 New Confirmed CPSE: After an Optum release version on non-behavioral health claims or non COVID19 related claims, billed with vaccine and/or vaccine administration codes were incorrectly set to price only with modifier HE.	12/6/2022	01-Hospital (Outpatient)	12/8/2022	Adjustment ETA 2/7/2023-3/21/2023	Fix is complete
Unique ID:253 New Confirmed CPSE: Skygen- Claims were denying due to missing COB. COB information was being loaded to member's record in error.	1/19/2023	30-Dentist, Individual	1/20/2023	Adjustment Completed 1/24/2023	Complete
Unique ID:254 New Potential CPSE: 2023 the AMA released the update to advise changes to E/M services, including observation care services; Effective 01/01/2023. Deletion of observation CPT codes (99217-99220, 99224-99226) and merged into the existing hospital care CPT codes (99221-99233, 99238-99239). Cotiviti system not updated yet with place of service change for Edit 6084 DP 3049.	2/1/2023	21-Professional Medical Group	ETA 6/1/2023	ETA 7/31/2023	Ongoing remediation



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Unique ID:255 New Potential CPSE: A potential claims issue has been identified resulting in both over and under payments. Claims are either denying in error for prior authorization when one is not required or an authorization was required however it was not properly reflected on Molina's website.	2/7/2023	00-All provider types	ETA 6/7/2023	ETA 8/6/2023	Ongoing remediation
Unique ID:256 New Confirmed CPSE: Correcting claims payment to align to the retroactive rate change ODM sent for EAPG and OPHBH Monkey Pox Updates.	1/18/2023	01-Hospital (Outpatient)	1/18/2023	Adjustment ETA 1/18/2023-3/1/2023	Fix is complete
Unique ID:257 New Potential CPSE: A potential claims issue has been identified for Outpatient BH Hospital claims where claims are incorrectly denying when there is a valid Outpatient BH Services Diagnosis present on the claim.	2/7/2023	01-Hospital (Outpatient)	ETA 6/7/2023	ETA 8/6/2023	Ongoing remediation
Unique ID:258 New Potential CPSE: Claims paid in error due to providers choosing the incorrect payerid through the Change Healthcare claims submission process.	2/10/2023	00-All provider types	ETA 6/10/2023	ETA 8/9/2023	Ongoing remediation