



## Molina Healthcare of Ohio Claim Payment Systemic Errors

**October  
2020**

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

| Description of Identified CPSE  | Date CPSE Identified | Provider Type(s) Impacted by CPSE (select all that apply)   | Projected Timeline for Fixing CPSE | Date of Corrected Payment/Adjustment to Providers   | Status Update       | Resolution of Issue |
|---|----------------------|---|------------------------------------|---|---------------------|---------------------|
| Rev code 410 was added by ODM to be used for Vent weaning Room and Board services for NFs effective 1/1/2019. It has been discovered that Medicare also uses rev code 410 on NF claims for respiratory services. Rev code 410 is included as a room and board service in MHO's covered/non-covered days billing validation and is causing incorrect denials for MMP Medicare claims when 410 is used for respiratory services and not room and board. | 2/12/2020            | 86-Nursing Facility   | 8/6/2020                           | Project completed 09/08/2020 -10/05/2020  | Complete            | Fix is complete.    |
| Services on the DME fee schedule without a fee should price based on the manufacturers invoice when provided but were sometimes priced at the default rate of 30% of billed charge.   | 5/18/2020            | 76-Durable Medical Equipment Supplier   | 7/12/2020                          | Project completed 09/14/2020 - 10/07/2020   | Complete            | Fix is complete.    |
| Some claims are paying in error when the rendering provider is a LPN and there is no ordering provider present when a certain scenario occurs.  | 5/20/2020            | 95-ODADAS Certified/Licensed (SUD) Treatment Program<br>84-Ohio Department of Mental Health (Community Mental Health) Provider  | ETA 11/19/2020                     | Workaround started 05/21/2020.<br>ETA 12/30/2020  | Ongoing remediation | Fix in progress.    |
| Several inpatient claims are not properly translating back to Webstrat and paying claims incorrectly at \$0.00.<br><b>Impact Inpatient Hospital</b>   | 7/8/2020             | 01-Hospital (specify Inpatient or Outpatient)   | 7/28/2020                          | Project completed 09/24/2020-10/08/2020   | Complete            | Fix is complete.    |
| Several outpatient hospital claims have paid at billed charges in error causing overpayments.<br><b>Impact Outpatient Hospital</b>  | 7/20/2020            | 01-Hospital (specify Inpatient or Outpatient)   | ETA 11/19/2020                     | Batch 1 - Cost Recovery completed 09/22/2020<br>Batch 2- ETA for Cost Recovery 01/16/2021   | Ongoing remediation | Fix in progress.    |
| Claims are incorrectly denying for a prior authorization due to examiner error.<br><b>Impact Outpatient Hospital</b>  | 7/22/2020            | 50-Clinic<br>76-Durable Medical Equipment Supplier<br>01-Hospital (specify Inpatient or Outpatient)<br>80-Independent Laboratory<br>16 & 60-Home Health Agency<br>84-Ohio Department of Mental Health (Community Mental Health) Provider<br>81-Portable X-Ray Supplier<br>21-Professional Medical Group<br>02-Psychiatric Hospital<br>45-Waivered Services Organization | 8/17/2020                          | Project completed 09/21/2020- 10/08/2020  | Complete            | Fix is complete.    |
| The 7.1.20 Hospital Rate file was received from ODM on 6/25/2020. Optum advised updated 08/20/2020. This is beyond 30 calendars days of receipt.<br><b>Impact Inpatient &amp; Outpatient Hospital</b>   | 7/24/2020            | 01-Hospital (specify Inpatient or Outpatient)   | 08/20/2020                         | Batch 1 (IP) - Project assigned 09/28/2020<br>ETA for adjustments 09/28/2020 - 10/23/2020<br>Cost Recovery completed 10/12/2020 and 10/14/2020<br>Batch 2 (OP) - ETA 01/20/2021 | Ongoing remediation | Fix is complete .   |

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| Personal Care (T1019) and Assisted Living (T2031) for dates of service 1/1/20 and after underpaid for providers contracted with ODA.  | 7/28/2020 | 45-Waivered Services Organization  | 9/2/2020   | Project assigned 09/23/2020<br>ETA for adjustments<br>09/23/2020 - 10/18/2020   | Ongoing remediation | Fix is complete. |
| COVID 19 testing codes did not pay one hundred percent (100%) of the rate established in ODM Clinical Diagnostic and Pathology Fee Schedule when the provider had a contracted rate with Molina less than one hundred percent (100%).   | 8/12/2020 | 80-Independent Laboratory<br>21-Professional Medical Group   | 9/23/2020  | Project assigned 10/12/2020<br>ETA for adjustments<br>10/12/2020 - 11/06/2020   | Ongoing remediation | Fix is complete. |
| Claims are incorrectly denying for BH services for CPT codes 90832, 90833, 90834, 90836, 90837 and 90838 for invalid place of service.  | 8/24/2020 | 12-Federally Qualified Health Center<br>50-Clinic<br>21-Professional Medical Group<br>05-Rural Health Clinic   | Partial fix<br>09/9/2020<br>Overall fix<br>09/20/2020      | Batch 1- Project assigned<br>09/29/2020<br>ETA for adjustments<br>09/29/2020 - 10/24/2020<br>Batch 2 - ETA for adjustments<br>02/20/2021<br>Batch 3 - ETA for adjustments<br>02/20/2021 | Ongoing remediation | Fix is complete. |
| Several codes were configured correctly to require a prior authorization but were not posted on the quarter 2 Molina Website MyCare Ohio Medicare prior authorization codification list.  | 9/3/2020  | 76-Durable Medical Equipment Supplier<br>21-Professional Medical Group   | 9/10/2020  | Project assigned 09/29/2020<br>ETA for adjustments<br>09/29/2020 - 10/24/2020   | Ongoing remediation | Fix is complete. |
| There are several oral NDC numbers that were not configured which caused claims to incorrectly deny.<br><b>Impact Inpatient &amp; Outpatient Hospital</b>   | 8/17/2020 | 01-Hospital (specify Inpatient or Outpatient)<br>21-Professional Medical Group   | Partial fix<br>09/01/2020<br>Overall fix<br>ETA 12/15/2020 | ETA 02/13/2021  | Ongoing remediation | Fix in progress. |
| On 8/27/20, ODM sent the MCPs notice that the LARC billing requirement documented in OAC/Hospital Billing guidelines was incorrect in that Hospitals could bill a separate Outpatient (OP) hospital from the Inpatient (IP) claim to bill the LARC devise/implant, except the date of service could not reflect the discharge date of the inpatient admission. Molina manages this billing requirement with a claims edit. Therefore, an inquiry was updated to Molina Code Editing team of the change to allow LARC OP hospital billing on the IP discharge date. The response to this inquiry was that on 8/5/20, an update was made to the LARC edit which included the discharge date allowance as the edit was not able to delineate between IP discharge date vs other IP dates. A claims impact report was requested to be pulled for all claims prior to 8/5/20 on 9/17/20. Based on the review of this claims impact report, it was determined that claims denials also included claims billed with other IP dates vs the discharge date. Molina inquired about this and was told that the 8/5/20 updated included a global update to the initial edit loaded 1/9/20.<br><b>Impact Outpatient Hospital</b> | 9/17/2020 | 01-Hospital (specify Inpatient or Outpatient)  | 8/5/2020   | Project completed<br>09/21/2020-09/23/2020  | New                 | Fix is complete. |
| Claims are denying in error for timely filing.<br><b>Impact Inpatient Hospital</b>  | 9/18/2020 | 76-Durable Medical Equipment Supplier<br>59-End-Stage Renal Disease (Dialysis) Clinic<br>44-Hospice<br>01-Hospital (specify Inpatient or Outpatient)<br>16 & 60-Home Health Agency<br>86-Nursing Facility<br>47-Professional Clinical Counselor<br>02-Psychiatric Hospital | 10/12/2020   | ETA 03/17/2021  | New                 | Fix is complete. |
| Claims for only one MyCare Opt In member was only processing on the MMP Medicare line of business due to a loading eligibility issue which caused incorrect payments/denials.<br><b>Impact Inpatient &amp; Outpatient Hospital</b>  | 9/24/2020 | 82-Ambulance<br>76-Durable Medical Equipment Supplier<br>12-Federally Qualified Health Center<br>01-Hospital (specify Inpatient or Outpatient)<br>21-Professional Medical Group  | 9/24/2020  | ETA 03/23/2021  | New                 | Fix is complete. |

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| <p>New Potential CPSE:<br/>As part of a project to convert select NDCs to new Generic Product Identifier (GPI), some GPIs were not manually added, as intended, for a subset of plans.</p>  | 10/6/2020 | 70-Pharmacy                                   | TBD            | TBD            | New | Fix in progress. |
| <p>New Potential CPSE:<br/>The 3M software grouper updates which included EAPG Version 3.14, effective 8/10/2020, were released on 9/24/2020. Optum advised these updates will be completed beyond ODM's 25 calendar day requirement.<br/>There are four new EAPG lab procedure codes: 0225U, 0226U, 86408, 86409.<br/><b>Impact- Outpatient Hospital</b></p> | 10/7/2020 | 01-Hospital (specify Inpatient or Outpatient) | ETA 11/06/2020 | ETA 04/05/2021 | New | Fix in progress. |
| <p>New Potential CPSE:<br/>The 10.1.20 Provider-Administered Pharmaceutical fee schedule was received by ODM on 9/17/20. Optum advised these updates will be completed beyond ODM's 25 calendar day requirement.<br/><b>Impact: Outpatient Hospital</b></p>   | 10/7/2020 | 01-Hospital (specify Inpatient or Outpatient) | TBD            | TBD            | New | Fix in progress. |