



**Molina Healthcare of Ohio
Claims Payment Systemic Errors**

January 2021

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.

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	Number of Claims Impacted	Status
Confirmed CPSE 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 84-Ohio Department of Mental Health (Community Mental Health) Provider	11/19/2020	Workaround started 05/21/2020 ETA for final recovery 02/28/2021	TBD	Ongoing remediation
Confirmed CPSE 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 21-Professional Medical Group	9/23/2020	Batch 1 Adjustments completed 10/12/2020 - 11/02/2020 Batch 2 Adjustments completed 11/20/2020 - 12/21/2020 Adjustments outside of 30 days, due to processing adjustments manually.	Batch 1 - 2123 claims Batch 2- 332 claims	Completed
Confirmed CPSE There are several oral NDC numbers that were not configured which caused claims to incorrectly deny.	8/17/2020	01-Hospital (IP & OP) 21-Professional Medical Group	Partial fix 09/01/2020 Overall fix 11/18/2020	ETA 02/13/2021	TBD	Ongoing remediation
Confirmed CPSE 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 50-Clinic 21-Professional Medical Group 05-Rural Health Clinic	Partial fix 09/9/2020 Overall fix 09/20/2020	Batch 1- Adjustments completed 10/01/2020 - 10/28/2020 Batch 2 Adjustments completed 10/21/2020 - 10/26/2020 Batch 3 - Adjustments completed 10/22/2020 - 11/06/2020 Batch 4 - Adjustments completed 11/12/2020 - 12/10/2020 Batch 5- ETA for adjustments 02/28/2021	Batch 1 - 1210 claims Batch 2- 329 claims Batch 3- 1057 claims Batch 4- 756 claims Batch 5- 169 claims	Ongoing remediation
Confirmed CPSE 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.	9/24/2020	82-Ambulance 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 01-Hospital (IP & OP) 21-Professional Medical Group	9/24/2020	Batch 1- ETA for adjustments 11/23/2020 - 01/08/2021 Adjustments outside of 30 days, due to processing adjustments manually. Batch 2- Adjustments completed 11/25/2020 - 12/11/2020	Batch 1 - 237 claims Batch 2- 41 claims	Ongoing remediation

Confirmed CPSE 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.	10/7/2020	01-Hospital (Outpatient)	11/5/2020	ETA 04/05/2021	TBD	Ongoing remediation
Confirmed CPSE E&M claims have denied in error with a remit message "Payer deems the information submitted does not support this level of service." for providers that should have been excluded from this edit.	10/16/2020	21-Professional Medical Group	10/27/2020	ETA for adjustments 12/18/2020- 01/12/2021	27 claims	Ongoing remediation
Confirmed CPSE A few behavioral health codes were configured incorrectly to require prior authorization effective 10/01/2020. Claims are denying for a prior authorization in error.	10/27/2020	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	ETA 02/24/2021	ETA 04/25/2021	TBD	Ongoing remediation
Confirmed CPSE Behavioral Health claims for an LPN have denied incorrectly for no ordering provider, due to examiner error.	11/11/2020	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	ETA 03/11/2021	ETA 05/10/2021	TBD	Ongoing remediation
Confirmed CPSE Claims did not take patient liability and/or did not cap the total payment at the billed charges, when applicable, due to a custom solution timing issue causing overpayments.	11/23/2020	44-Hospice 01-Hospital (IP & OP) 86-Nursing Facility 02-Psychiatric Hospital	11/24/2020	Batch 1 -Cost Recovery letters completed 12/11/2020 Batch 2- Final ETA for recovery 02/28/2021	Batch 1 - 64 claims Batch 2- 39 claims	Ongoing remediation
Potential CPSE: Acupuncture Medicare claims incorrectly denied. After final impact review, this is not a CPSE.	11/24/2020	23-Acupuncturist	N/A	After final review, this is not a CPSE.	N/A	N/A
Confirmed CPSE Behavioral Health Opioid Treatment Program (OTP) claims are denying "The provider type/provider specialty may not bill this service" in error.	12/1/2020	95-ODADAS Certified/Licensed (SUD) Treatment Program	12/8/2020	ETA for adjustment 01/04/2021 - 01/29/2021	10,151 claims	Ongoing remediation
Confirmed CPSE Hospice room and board claims billed on a UB claim form did not take patient liability when applicable, causing overpayments.	12/7/2020	44-Hospice	ETA 4/6/2021	ETA for cost recovery 06/05/2021	TBD	Ongoing remediation
New Potential CPSE: Claims are paying \$0.00 in error due to a cob mapping issue.	12/21/2020		TBD	TBD	TBD	New
Confirmed CPSE Claims are denying surgical code 58661 in error requiring an anatomical modifier.	12/22/2020	46-Ambulatory Surgery Center 50-Clinic 12-Federally Qualified Health Center 21-Professional Medical Group 05-Rural Health Clinic 01-Hospital (IP & OP)	ETA 04/21/2021	ETA 06/20/2021	TBD	New