



Molina Healthcare of Ohio Claims Payment Systemic Errors

January 2022

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: Claims are paying \$0.00 in error due to a cob mapping issue.	12/21/2020	82-Ambulance 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 44-Hospice 01-Hospital (Outpatient) 80-Independent Laboratory 16 & 60-Home Health Agency 95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 21-Professional Medical Group 05-Rural Health Clinic 45-Waivered Services Organization	ETA 2/28/2022	Workaround started 3/04/2021 Adjustments completed 3/25/2021 -4/23/2021	1781 claims	Ongoing remediation
Confirmed CPSE: 99221, 99222, 99223, 99231, 99232, 99233,99238, 99239 are being denied in error with edit 9039 as bundled into procedure codes 59400-59622.	9/2/2021	50-Clinic 12-Federally Qualified Health Center 21-Professional Medical Group	9/29/2021	Adjustments completed 10/19/2021 - 11/12/2021	106 claims	Completed
Confirmed CPSE: Some sterilization and hysterectomy procedure codes are denying in error requiring an authorization.	9/27/2021	46-Ambulatory Surgery Center 21-Professional Medical Group	11/2/2021	Batch 1 Adjustments completed 11/12/2021 - 11/24/2021 Batch 2 Adjustments completed 11/19/2021 - 11/22/2021	Batch 1 -60 claims Batch 2 -10 claims	Completed
Confirmed CPSE: The claims are denying for no authorization in error when there is an approved authorization on file for the organization.	9/28/2021	76-Durable Medical Equipment Supplier 16 & 60-Home Health Agency 95-ODADAS Certified/Licensed (SUD) Treatment Program 21-Professional Medical Group	10/5/2021	Adjustments completed 11/15/2021 - 12/8/2021	261 claims	Completed
New Potential CPSE: Services billed by an FQHC are bundling in error with an E&M code, if performed on the same date of service causing incorrect denials.	10/12/2021	12-Federally Qualified Health Center	ETA 3/29/2022	ETA 6/21/2022	TBD	Ongoing remediation



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<p>Potential CPSE: Inpatient claims for V39 grouper updates were on a PPS hold as of 10/1/2021, when the PPS hold was released on 10/21/2021, some claims priced incorrectly. After final review, this is not a CPSE.</p>	10/21/2021	01-Hospital (Inpatient)	10/22/2021	After final review, this is not a CPSE.	TBD	Completed
<p>Potential CPSE: Claims are denying incorrectly based on new ICD-10 DX codes that became effective 10/1/2021. The previous ICD-10 code M54.5 was discontinued as of 9/30/2021 and replaced with M54.50, M54.51 and M54.59 effective 10/1/2021. These new DX codes description is associated to "low back pain" and this is an acceptable diagnosis to receive acupuncture services. After final review, this is not a CPSE.</p>	11/2/2021	21-Professional Medical Group	11/8/2021	After final review, this is not a CPSE.	TBD	Completed
<p>New Potential CPSE: Waiver services for personal care T1019 and Assisted Living T2031 are paying incorrect rates.</p>	11/18/2021	45-Waivered Services Organization	ETA 5/5/2022	ETA 7/28/2022	TBD	Ongoing remediation
<p>Confirmed CPSE: Due to a BOT issue, corrected claims are being denied as duplicates in error and/or the original claim is not being reversed causing incorrect payments.</p>	11/30/2021	82-Ambulance 46-Ambulatory Surgery Center 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 80-Independent Laboratory 16 & 60-Home Health Agency 95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 21-Professional Medical Group 05-Rural Health Clinic	ETA 5/17/2022	ETA 8/9/2022	TBD	Ongoing remediation
<p>Confirmed CPSE: Claims are denying in error for code edit diagnosis is inconsistent with the patient's age.</p>	12/14/2021	82-Ambulance 76-Durable Medical Equipment Supplier 80-Independent Laboratory 16 & 60-Home Health Agency 21-Professional Medical Group 05-Rural Health Clinic	12/15/2021	Batch 1 ETA for Adjustments 12/21/2021 - 1/15/2022 Batch 2 ETA for Adjustments 12/28/2021 - 1/22/2022	Batch 1 -514 claims Batch 2 -58 claims	Fix is Complete



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<p>New Potential CPSE: Claims for B9998 billed with modifiers U1 and U2 are denying in error with remit message "Use of modifier(s) U1/U2 is not typical for procedure code B9998." causing underpayments.</p>	12/14/2021	76-Durable Medical Equipment Supplier	ETA 5/31/2022	ETA 8/23/2022	TBD	Ongoing remediation
<p>Confirmed CPSE: Claims are paying primary in error.</p>	12/15/2021	82-Ambulance 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 01-Hospital (Outpatient) 80-Independent Laboratory 16 & 60-Home Health Agency 86-Nursing Facility 21-Professional Medical Group 05-Rural Health Clinic 83-Wheelchair Van	ETA 6/1/2022	ETA 8/24/2022	TBD	Ongoing remediation
<p>Confirmed CPSE: The 1.1.2022 IP/OP Hospital Rate File was received by ODM on 12/02/21. Optum advised these updates will be completed beyond ODM's 25 calendar day requirement.</p>	12/22/2021	01-Hospital (IP & OP)	ETA 1/18/2022 IP ETA 2/1/2022 OP	ETA 8/31/2022	TBD	Ongoing remediation
<p>Confirmed CPSE: The 1/1/2022 Appendix DD rates were not configured for the new covered codes G0108,G0109, H1005 and 99078 prior to the effective date. No claim impact.</p>	1/3/2022	21-Professional Medical Group	1/4/2022	No claim impact	0-claims	Completed
<p>New Potential CPSE: Claims are denying in error as a duplicate when different modifiers are billed on the claim.</p>	1/6/2022	21-Professional Medical Group	ETA 6/23/2022	ETA 9/15/2022	TBD	Ongoing remediation