



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

**November 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
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	ETA 11/19/2020	Workaround started 05/21/2020. ETA 12/30/2020	Ongoing remediation	Fix in progress.
Several outpatient hospital claims have paid at billed charges in error causing overpayments. <b>Impact: Outpatient Hospital</b>	7/20/2020	01-Hospital (specify Inpatient or Outpatient)	10/16/2020	Batch 1 - Cost Recovery letters completed 09/22/2020 Batch 2- Cost Recovery letters completed 10/21/2020 and 10/27/2020	Completed	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. <b>Impact: Inpatient &amp; Outpatient Hospital</b>	7/24/2020	01-Hospital (specify Inpatient or Outpatient)	08/20/2020	Batch 1 (IP)- Adjustments completed 09/28/2020 - 10/19/2020 (IP) Adjustments Completed 10/22/2020 - 10/28/2020 (IP) Adjustments completed 11/11/2020 -11/12/2020 (IP) Cost Recovery letters completed 10/12/2020 and 10/14/2020 (IP) Cost Recovery letters completed 11/6/2020  Batch 2 (OP) - Adjustments completed 10/28/2020 - 11/13/2020 (OP) Cost recovery letters completed 11/2/2020 (OP) Cost Recovery auto debits completed 11/12/2020.	Completed	Fix is complete.
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	Adjustments completed 10/02/2020 - 11/05/2020 Adjustments outside of 30 days, due to fall-out of claims	Completed	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 21-Professional Medical Group	9/23/2020	Batch 1 Adjustments completed 10/12/2020 - 11/02/2020 Batch 2 ETA for adjustments 02/08/2021	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 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 - Project assigned 11/12/2020 ETA for adjustments 11/12/2020 - 12/07/2020	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 21-Professional Medical Group	9/10/2020	Adjustments completed 10/05/2020 - 11/05/2020 Adjustments outside of 30 days, due to fall-out of claims	Completed	Fix is complete.
There are several oral NDC numbers that were not configured which caused claims to incorrectly deny. <b>Impact: Inpatient &amp; Outpatient Hospital</b>	8/17/2020	01-Hospital (specify Inpatient or Outpatient) 21-Professional Medical Group	Partial fix 09/01/2020 Overall fix ETA 12/15/2020	ETA 02/13/2021	Ongoing remediation	Fix in progress.
Claims are denying in error for timely filing. <b>Impact: Inpatient Hospital</b>	9/18/2020	76-Durable Medical Equipment Supplier 59-End-Stage Renal Disease (Dialysis) Clinic 44-Hospice 01-Hospital (specify Inpatient or Outpatient) 16 & 60-Home Health Agency 86-Nursing Facility 47-Professional Clinical Counselor 02-Psychiatric Hospital 82-Ambulance	10/12/2020	Batch 1 Project assigned 11/05/2020 ETA for adjustments 11/05/2020 - 11/30/2020 Batch 2 Project assigned 11/13/2020 ETA for adjustments 11/13/2020 - 12/08/2020	Ongoing remediation	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. <b>Impact: Inpatient &amp; Outpatient Hospital</b>	9/24/2020	76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 01-Hospital (specify Inpatient or Outpatient) 21-Professional Medical Group	9/24/2020	ETA 03/23/2021	Ongoing remediation	Fix is complete.
Newly Potential CPSE: 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. Claims had potentially paid with incorrect copays. After final review, no claims were impacted.	10/6/2020	70-Pharmacy	10/20/2020	No claims impacted. This is not a CPSE.	Completed	Fix is complete.

Newly Potential CPSE: 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. There are four new EAPG lab procedure codes: 0225U, 0226U, 86408, 86409. <b>Impact: Outpatient Hospital</b>	10/7/2020	01-Hospital (specify Inpatient or Outpatient)	10/20/2020	No claims impacted. This is not a CPSE.	Completed	Fix is complete.
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. <b>Impact: Outpatient Hospital</b>	10/7/2020	01-Hospital (specify Inpatient or Outpatient)	11/5/2020	ETA 04/05/2021	Ongoing remediation	Fix is complete.
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 04/14/2021	New	Fix is complete.
New Potential CPSE: OPHBH diagnosis code changes effective October 1, 2020. There is a total of 63 newly added diagnosis codes to the list of OPHBH diagnosis codes. The updated list of OPHBH diagnosis codes was received on 09/30/2020. <b>Impact: Outpatient Hospital</b>	10/25/2020	01-Hospital (specify Inpatient or Outpatient)	ETA 11/19/2020	ETA 04/23/2021	New	Fix in progress.
New Potential 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	TBD	TBD	New	Fix in progress.
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	New	Fix in progress.