

# Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – August 2025

Updated on Aug. 14, 2025

The UnitedHealthcare Community Plan of Ohio is making this information available to participating health care professionals to help you better understand when we identify claims payment systemic errors (CPSEs) and the action we've taken to adjust the payments and correct the errors.

If you have any questions about these issues, please contact Diane Jordan at [diane.jordan@uhc.com](mailto:diane.jordan@uhc.com). Thank you.

Unique ID and description of claims payment systemic errors (CPSE)	Line of Business	Date CPSE was first identified	Billing provider types impacted by CPSE	Timeline for fixing CPSE	Date(s) and/or date span(s) of corrected claims adjustments	CPSE status
<b>Confirmed CPSE issue #1:</b> Our system is incorrectly denying HCPCS code L2006 for orthotic devices and components. The denial code PS2 indicates the claim is for non-covered services. We've identified that the PS2 code doesn't not have a price listed on the fee schedule. We're correcting the system to remove the PS2 denial code and instead require the submitter to send medical records which we will review for medical necessity.  Providers impacted: 6 Claims impacted: 40	Medicaid	June 27, 2025	76-Durable Medical Equipment Supplier	Estimate: Sept. 1, 2025	Estimate: Oct. 1, 2025	In process