

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – January 2026

Updated Feb. 11, 2026

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. 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
Confirmed CPSE issue UN02 Our system is denying codes for long-acting reversible contraceptive (LARC) as duplicates to the facility claim. Providers impacted: 8 Claims impacted: 19	Medicaid	Aug. 25, 2025	01-Hospital (IP & OP)	Estimate: March 31, 2026	Estimate: April 30, 2026	Ticket BC00355323 has been submitted to correct the system. The request will likely not deploy until sometime in March 2026, due to multiple duplicate rule update tickets and end-of-year peak season blackout dates.

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<p>Confirmed CPSE issue UN03 Claims are being denied in error when the U-modifier is not billed in the first modifier position.</p> <p>Providers impacted: 137 Claims impacted: 284</p>	Medicaid	Aug. 25, 2025	20-Physician/Osteopath, Individual	Completed: Dec. 30, 2025	All claims were adjusted and paid on Jan. 23, 2026.	Ticket CPR0027340 has been submitted to correct the system. The system update is still in progress as of Nov. 10, 2025. Claims are being held when received and we're processing them manually to ensure they aren't denied.
<p>Possible CPSE issue UN05 Our system is incorrectly denying claims submitted by Federally Qualified Health Centers for place of service code 50 when billed with behavioral health codes and/or behavioral health diagnosis codes.</p> <p>Providers impacted: 335 Claims impacted: 2,545</p>	Medicaid	Jan. 12, 2026	12-Federally Qualified Health Center	Estimate: March 31, 2026	Estimate: April 30, 2026	Ticket CP00007782 has been submitted. We put an audit in place to capture these claims at the front end to ensure claims are processing correctly.

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<p>Confirmed CPSE issue UN06 Our system is incorrectly denying hospital claims for invalid billing type.</p> <p>Providers impacted: 11 Claims impacted: 2,454</p>	Medicaid	Feb. 3, 2026	01-Hospital (Outpatient)	Estimate: April 30, 2026	Estimate: May 31, 2026	Ticket UAMSI0014098 has been submitted to correct the system. We're using a workaround to process the claims until the system is updated.
<p>No CPSE issues</p>	MyCare					