

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – July 2024

Updated on July 12, 2024

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 |
|---|------------------|--------------------------------|---|--|--|-------------|
| <p>8-IFP Coordination with Medicaid – Confirmed CPSE issue</p> <p>The UnitedHealthcare system isn't recognizing the primary explanation of benefits (EOB) from the exchange.</p> | Medicaid | Jan. 10, 2024 | 00-All provider types | We're working on the system update. The new estimate for completion is Aug. 1, 2024. | Not applicable. We're identifying claims on the front end on a daily basis and paying them. No adjustments are required. | In process |
| <p>CPR0021064 – Confirmed CPSE issue</p> <p>The UnitedHealthcare system is denying G0155 as a non-covered service.</p> | Medicaid | May 28, 2024 | 16 & 60-Home Health Agency | The system was updated on July 6, 2024. | The adjustment is estimated for completion on Aug. 31, 2024. | In process |
| <p>Impact case #04488403 – Confirmed CPSE issue</p> <p>OhioRISE denied ambulance G63 in error. Ambulance services are not carved out to OhioRISE.</p> | Medicaid | May 16, 2024 | 82-Ambulance | The system was updated on May 28, 2024. | We adjusted all claims from June 7–14, 2024. | Completed |

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|---|------------------|--------------------------------|---|--|---|-------------|
| <p>Impact case #4544134 – Confirmed CPSE issue</p> <p>The UnitedHealthcare system is denying code J7318 as a non-covered benefit. Code J7318 is covered, effective Jan. 1, 2024.</p> | Medicaid | June 6, 2024 | 20-Physician/ Osteopath, Individual | Estimated for completion on Aug. 15, 2024. | The adjustment is estimated for completion on Sept. 30, 2024. | In process |