

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – May 2024

Updated May 9, 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	All date(s) and method(s) providers notified of 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> <p>Number of Billing Providers Impacted: 9 Number of Claims Impacted: 43</p>	Medicaid	Jan. 10, 2024	00-All provider types	This issue is listed in the May 15, 2024, CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio.	Estimated for completion on May 31, 2024.	Estimated for completion on May 31, 2024.	Claims are in the process of being adjusted as of April 5, 2024, and are estimated to be completed by May 31, 2024.

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<p>IN00019491 – Confirmed CPSE issue</p> <p>The UnitedHealthcare system is paying E&M codes 97535 and 97140 with modifiers GP and 25 in error when billed by an acupuncturist.</p> <p>Number of Billing Providers Impacted: 352 Number of Claims Impacted: 7,938</p>	Medicaid	Feb. 6, 2024	23-Acupuncturist	This issue is listed in the May 15, 2024, CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio.	Estimated for completion on May 31, 2024.	As of April 30, 2024, we've updated the system and are in the process of adjusting the claims. The estimated completion date is May 31, 2024.	In process.