

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – November 2023

Updated Nov. 13, 2023

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
CPSE: CP00005179 Behavioral health claims are denying with reason Y11 when the billing NPI is the same as the rendering NPI. The number of billing providers impacted is estimated at 9. The number of affected claims is estimated at 500.	Medicaid	July 25, 2023	47 – Professional clinical counselor	This issue is listed in the November 2023 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio.	The system was corrected on Aug. 17, 2023.	All claims have been adjusted.	We opened the following tickets: <ul style="list-style-type: none">• INC32864719 to review the claims that are being denied• ISSISS3113151 to rework the claims• CP00005179 to catch the claims on the front end so we can manually process them until the system is updated• TSK1297712 to submit 2,510 claims to CRT for adjustments on Sept. 14, 2023

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<p>CSPE: ISG Case 03962818 Members of OH OHDPMPMP plans are allowed 180 units of meals per 90 days per procedure code S5170; however, the systems was reducing the authorized units in error. Manual intervention is required to pay the correct number of units billed. Number of billing providers impacted: 8. Number of affected claims: 484.</p>	MyCare	Sept. 15, 2023	45 – Waivered services organization	This issue is listed in the November 2023 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio.	System correction was not needed.	This was a provider education issue. The provider was not requesting enough units in the authorizations to cover 2 meals per day.	CP00004933 (auto intake ticket 1944) caught the claims on the front end to help ensure payments go out correctly. This issue is also included on the Global Solutions Tracker under 401. We subsequently identified that provider education is needed and a system correction was not required.