

# Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – October 2025

Updated Oct. 10, 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                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------|-----------------------------------------|--------------------------------------------|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| <p><b>Confirmed CPSE issue UN01</b></p> <p>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 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.</p> <p>Providers impacted: 6<br/>Claims impacted: 40</p> | Medicaid         | June 27, 2025                  | 76-Durable Medical Equipment Supplier   | The system was corrected on Sept. 5, 2025. | We adjusted the claims on Sept. 25, 2025.                   | We corrected the system on Sept. 5, 2025, and ran a claims report, which we submitted for adjustment. |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------------------|-----------------------------------------|--------------------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>Confirmed CPSE issue UN02</b><br>Our system is denying codes for long-acting reversible contraceptive (LARC) as duplicates to the facility claim.<br><br>Providers impacted: 8<br>Claims impacted: 19 | Medicaid         | Aug. 25, 2025                  | 01-Hospital (IP & OP)                   | Estimate: Oct. 31, 2025  | Estimate: Nov. 30, 2025                                     | Ticket BC00355323 has been submitted to correct the system. The system update is still in progress, as of Oct 8, 2025. |
| <b>Confirmed CPSE issue UN03</b><br>Claims are being denied in error when the U-modifier is not billed in the first modifier position.<br><br>Providers impacted:137<br>Claims impacted: 284             | Medicaid         | Aug. 25, 2025                  | 20-Physician/Osteopath, Individual      | Estimate: Oct. 31, 2025  | Estimate: Nov. 30, 2025                                     | Ticket CPR0027340 has been submitted to correct the system. The system update is still in progress, as of Oct 8, 2025. |
| <b>Confirmed CPSE issue UN04</b><br>Code T1003 is not paying the agency rate correctly.<br><br>Providers impacted: TBD<br>Claims impacted: TBD                                                           | Medicaid         | Sept. 3, 2025                  | 16 & 60-Home Health Agency              | Estimate: Oct. 31, 2025  | Estimate: Nov. 30, 2025                                     | Ticket PIA-68766 has been submitted to correct the system. The system update is still in progress, as of Oct 8, 2025.  |