

# Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – April 2023

Updated April 10, 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](mailto:diane.jordan@uhc.com). Thank you.

| Unique ID and description of claims payment systemic errors (CPSE)  | 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 |
|---|--------------------------------|---|--|---|---|-------------|
| Reported under CPSE: 25777226<br>This was determined to not be a CPSE issue. A 3M update was completed on Dec. 17, 2022, under alert 19320. Outpatient hospitals were pricing incorrectly under Enhanced Ambulatory Patient Groups. | Jan. 17, 2023                  | 01 – Hospital (outpatient)              | This issue is listed in the April 2023 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio. | Dec. 17, 2022                               | We completed all adjustments between March 25 and April 5, 2023.                      | Completed   |
| Confirmed CPSE: 3405977<br>Member liability is incorrectly billing T2046 for hospice claims.  | Jan. 25, 2023                  | 86 – Nursing facility                   | This issue is listed in the April 2023 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio. | Estimated for completion on March 25, 2023. | We completed all adjustments, with payments made from March 5 through March 23, 2023. | Completed   |

| Unique ID and description of claims payment systemic errors (CPSE)  | 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                    |
|---|--------------------------------|---|---|---|--|--------------------------------|
| Potential CPSE: 3346537<br>V8N is denying the following codes in error: 90832, 90834, 90837.  | Jan. 5, 2023                   | 12 – Federally qualified health center  | This issue is listed in the April 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio. | Estimated for completion on March 31, 2023. |  | Ticket is in process.          |
| Confirmed CPSE: 27258033<br>Modifier 58 claims are being denied.  | Feb. 23, 2023                  | 20 – Physician/ osteopath, individual   | This issue is listed in the April 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio. | The system was corrected on March 4, 2023.  | Estimated date of adjustments: April 15, 2023  | Ticket is in process.          |
| DentaQuest HCPC code D9230, effective Jan. 1, 2023, was being incorrectly denied.   | March 17, 2023                 | 30-Dentist, individual                  | This issue is listed in the April 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio. | Estimated for completion on March 24, 2023. | Both UnitedHealthcare and DentaQuest systems have been corrected to show HCPC code D9230 as a covered code. As of March 24, 2023, all claims have been approved for payment. | Claims payments is in process. |
| CPSEs: #38224, 38198, M461428-12B<br>Per the health plan, we're adjusting the agency rates for T1019 (home- and community-based service providers) back to the passport rates. We're working on the updates. Once they're completed, we'll reprocess the claims. The number of claims is estimated at more than 1,000. We'll have a firm number when we run the report. | March 17, 2023                 | 45 – Waivered services organization     | This issue is listed in the April 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio. | Estimated for completion on May 15, 2023.   |  | Ticket is in process.          |

| Unique ID and description of claims payment systemic errors (CPSE)   | 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           |
|--|--------------------------------|---|---|---|--|-----------------------|
| Patient liability was loaded incorrectly in February and March 2023.   | March 29, 2023                 | 86 – Nursing facility                   | This issue is listed in the April 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio. | The system was corrected on March 31, 2023. | We fixed the system to correctly load the patient liability. Claims have been submitted for adjustments under ACET29053148 and are still in process. | Ticket is in process. |
| CPSE: CPR0013230<br>Providers were submitting codes 0053, 84443, 85025, 85004, 85027, 85007, 85009 separately under case 03657512. We asked them to bundle the codes under 80050. However, because 80050 is a noncovered code for Ohio Medicaid, it was being denied. We're removing the V8N denial so the codes can be paid separately. | March 30, 2023                 | 80 – Independent laboratory             | This issue is listed in the April 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio. | Estimated for completion on May 1, 2023.    |  | Ticket is in process. |