

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – February 2023

Updated Feb. 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. 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
Confirmed CPSE: 2894227 MyCare Ohio Individual provider agreements were missed in the rate update that went into effect on Nov. 1, 2021.	May 2, 2022	45 – Waivered services organization	This issue is listed in the CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio in the following months: July, September and November 2022, and January and February 2023.	Nov. 11, 2022	We began making payment adjustments on Nov. 4, 2022, and estimate to complete all adjustments on or about Jan. 21, 2023.	Completed
Potential CPSE: 25777226 Outpatient hospitals were pricing incorrectly under Enhanced Ambulatory Patient Groups.	Jan 17, 2023	01 – Hospital (Outpatient)	This issue is listed in the February 2023 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio.	Nov. 1, 2022	We began making payment adjustments on Oct. 1, 2022, and estimate to complete all adjustments on or about March 8, 2023.	In process

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Confirmed CPSE: 3405977 Member liability billing T2046 for hospice claims	Jan. 25, 2023	86 – Nursing facility	This issue is listed in the February 2023 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio.	Estimated March 25, 2023	Estimated date of adjustments: March 3, 2023.	In process
Potential CPSE: 3346537 V8N denying codes 90832, 90834,90837 in error.	Jan. 5, 2023	12 – Federally qualified health center	This issue is listed in the February 2023 CPSE report that's posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio.			In process