

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – January 2023

Updated Jan. 9, 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 Cathy Spindler at cathy.spindler@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
2894227 confirmed CPSE: 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 reports posted on UHCprovider.com for UnitedHealthcare Community Plan of Ohio in the following months: July, September and November 2022, and January 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.	In process