

# Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – May 2023

Updated May 11, 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
Potential CPSE: 3346537 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 May 2023 CPSE report that's posted on <a href="https://uhcprovider.com">UHCprovider.com</a> for UnitedHealthcare Community Plan of Ohio.	Estimated for completion on March 31, 2023.		Ticket CPR0013637 MNT0013483 is in process, with a deployment date of May 22, 2023.
Confirmed CPSE: 27258033 Modifier 58 claims are being denied.	Feb. 23, 2023	20 – Physician/ osteopath, individual	This issue is listed in the May 2023 CPSE report that's posted on <a href="https://uhcprovider.com">UHCprovider.com</a> for UnitedHealthcare Community Plan of Ohio.	The system was corrected on March 4, 2023.	We've adjusted all the claims between April 15 and April 30, 2023.	Complete

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DentaQuest HCPC code D9230, effective Jan. 1, 2023, was being incorrectly denied.	March 17, 2023	30-Dentist, individual	This issue is listed in the May 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.	Complete
CPSEs: #38224, 38198, M461428-12B 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 May 2023 CPSE report that's posted on <b>UHCprovider.com</b> for UnitedHealthcare Community Plan of Ohio.	Estimated for completion on May 15, 2023.		We've completed PIA tickets 38224, 38198 and M461428-12B and sent the project to the adjustment unit under CASE 29437492/C RT ALGY-050220231.
Patient liability was loaded incorrectly in February and March 2023.	March 29, 2023	86 – Nursing facility	This issue is listed in the May 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. The claims we submitted for adjustment under ACET29053148 are complete, as of May 6, 2023.	Complete

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<p>CPSE: CPR0013230  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.</p>	<p>March 30, 2023</p>	<p>80 – Independent laboratory</p>	<p>This issue is listed in the May 2023 CPSE report that's posted on <a href="https://UHCprovider.com">UHCprovider.com</a> for UnitedHealthcare Community Plan of Ohio.</p>	<p>Estimated for completion on May 1, 2023.</p>		<p>We opened ticket number CPR0013595 to reprocess the claims. We've reprocessed the original 171 provider claims and will continue until they've all been completed. CEAP number CP00004694 is in place to catch new claims.</p>