

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – November 2022

The UnitedHealthcare Community Plan of Ohio is making this information available to participating health care professionals to help you better understand when we make adjustments or corrections to your payments.

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: OH MyCare Individual provider agreements were missed in the rate update, effective Nov. 1, 2021	May 2, 2022	45 – Waivered services organization	This issue will be listed on the published CPSE Report on the UHCprovider.com website for the UnitedHealthcare Community Plan of Ohio. It will be listed in the July, September and November 2022 reports.	Projected date Nov. 30, 2022	Sept. 30, 2022, through estimated completion date of Dec. 31, 2022	In process