

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – August 2026

Updated Aug. 13, 2026

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)	Line of Business	Date CPSE was first identified	Billing provider types impacted by CPSE	Timeline for fixing CPSE	Date(s) and/or date span(s) of corrected claims adjustments	CPSE status
Confirmed CPSE issue UN02 Our system is denying codes for long-acting reversible contraceptive (LARC) as duplicates to the facility claim. Providers impacted: 8 Claims impacted: 19	Medicaid	Aug. 25, 2025	01-Hospital (IP & OP)	System corrected: July 17, 2026	Claim adjustments completed: July 26, 2026	Ticket BC00355323 was submitted to correct the system. Due to issues with the system updating the ticket, the completion date moved from March 2026 to July 15, 2026. The system was updated on July 17, and all claims have been adjusted as of July 26. The issue has been resolved.
No CPSE issues	MyCare					