

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – July 2025

Updated on July 14, 2025

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 #1: Our system is incorrectly denying HCPCS code G0378 (observation) for a device-intensive procedure. The code is not on the deny list. Providers impacted: 93 Claims impacted: 467	Medicaid	June 9, 2025	01-Hospital (Outpatient)	Estimate: Aug. 9, 2025	Estimated: Sept. 1, 2025	Submitted ticket for system update: C&S0206857 Status update: We reviewed the submitted ticket and determined this is not a CPSE issue. The health care provider billed more than 24 hours of observation on 1 line. When split into 2 lines, the claim will be processed correctly.