

# Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – June 2024

Updated on June 11, 2024

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)	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
<b>8-IFP Coordination with Medicaid – Confirmed CPSE issue</b> The UnitedHealthcare system isn't recognizing the primary explanation of benefits (EOB) from the exchange.	Medicaid	Jan. 10, 2024	00-All provider types	We're working on the system update. The new estimate for completion is Aug. 1, 2024.	Not applicable. We're identifying claims on the front end on a daily basis and paying them. No adjustments are required.	In process
<b>IN00019491 – Confirmed CPSE issue</b> The UnitedHealthcare system is paying E&M codes 97535 and 97140 with modifiers GP and 25 in error when billed by an acupuncturist.	Medicaid	Feb. 6, 2024	23-Acupuncturist	The system was updated on April 26, 2024.	We completed the adjustments May 25–31, 2024.	Completed

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<b>CPR0021064 – Confirmed CPSE issue</b> The UnitedHealthcare system is denying G0155 as a non-covered service.	Medicaid	May 28, 2024	16 & 60-Home Health Agency	Estimated for completion on July 15, 2024.	The adjustment is estimated for completion on Aug. 31, 2024.	In process
<b>Impact case #04488403 – Confirmed CPSE issue</b> OhioRISE denied ambulance G63 in error. Ambulance services are not carved out to OhioRISE.	Medicaid	May 16, 2024	82-Ambulance	The system was updated on May 28, 2024.	We opened the claims project on May 30, 2024, under ticket ID #60053910. It's estimated for completion by July 15, 2024.	In process
<b>Impact case #4544134 – Confirmed CPSE issue</b> The UnitedHealthcare system is denying code J7318 as a non-covered benefit. Code J7318 is covered, effective Jan. 1, 2024.	Medicaid	June 5, 2024	20-Physician/ Osteopath, Individual	Estimated for completion on Aug. 15, 2024.	The adjustment is estimated for completion on Sept. 30, 2024.	In process