

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – May 2026

Updated May 26, 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
<p>Confirmed CPSE issue UN02 Our system is denying codes for long-acting reversible contraceptive (LARC) as duplicates to the facility claim.</p> <p>Providers impacted: 8 Claims impacted: 19</p>	Medicaid	Aug. 25, 2025	01-Hospital (IP & OP)	Estimate: May 31, 2026	Estimate: June 30, 2026	Ticket BC00355323 was submitted to correct the system. The completion date moved from March 2026 to May 31, 2026, due to issues with the system updating the ticket.
<p>Confirmed CPSE issue UN07 Our system is denying HCPCS code H0005 in error as a non-covered service.</p> <p>Providers impacted: 130 Claims impacted: 448</p>	Medicaid	Feb. 1, 2026	47-Professional Clinical Counselor 37-Licensed Independent Social Worker (LISW)	We updated the system on April 15, 2026.	We adjusted the claims on April 30, 2026. Providers who billed claims using an incorrect diagnosis code were instructed to submit corrected claims.	Completed

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<p>Confirmed CPSE issue UN08 Our system is denying HCPCS codes S5000 and S5001 in error, indicating the National Drug Code does not match the procedure code.</p> <p>Providers impacted: 132 Claims impacted: 1,669</p>	Medicaid	Feb. 27, 2026	<p>37-Licensed Independent Social Worker (LISW)</p> <p>72-Nurse Practitioner, Individual</p>	We updated the system on April 21, 2026.	We adjusted the claims and paid them on May 7, 2026.	Completed
No CPSE issues	MyCare					