

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – September 2024

Updated on Sept. 17, 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. 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
8-IFP Coordination with Medicaid – Confirmed CPSE issue 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 Oct. 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