

Claims Payment Systemic Errors October 2024

The current Claims Payment Systemic Errors (CPSEs) for Anthem Blue Cross and Blue Shield Medicaid are reported below.

Unique ID and Description of CPSE	Line of Business	Date CPSE was First Identified	Billing Provider Type(s) Impacted by CPSE (select all that apply)	Timeline for Fixing CPSE	Date(s) and/or Date Span(s) of Corrected Claims Adjustments	CPSE Status
240911R000325-CONFIRMED CPSE: Anthem denied claims incorrectly with disallow code i45-procedure inappropriate for location when billing service codes 99213-5 and 99204-5 in POS 13, 31 and 32. Anthem will reprocess claims overriding the edit until the claims system is updated.	Medicaid	09/11/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider	01/01/2025	10/11/2024	In progress
240905R000150-CONFIRMED CPSE: outpatient claims that paid VFC vaccines with allow code G22 for possible packaged payments.	Medicaid	09/13/2024	01-Hospital (outpatient)	09/16/2024	10/30/2024	In progress
240812R000086-CONFIRMED CPSE: CPT code 96372 was denying incorrectly as a behavioral health service. Anthem has corrected the claims system and determined more than 5 providers were impacted after the system update was completed, impacted providers were notified and claims were reprocessed.	Medicaid	10/01/2024	21-Professional Medical Group	09/18/2024	10/01/2024	Complete

Date Report Posted: 10/15/2024

If you have any questions, please contact Provider Experience by phone 844-912-1226 or email OhioMedicaidprovider@anthem.com

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