

## Claims Payment Systemic Errors April 2024

The current Claims Payment Systemic Errors (CPSEs) for Anthem Blue Cross and Blue Shield Medicaid are reported below. If you have any questions, please contact your Provider Relationship Management representative or call Provider Services at **844-912-1226**.

Unique ID and Description of CPSE	Line of Business	Date CPSE was first identified	Billing Provider Type(s) impacted by CPSE	Timeline for fixing CPSE	Dates and/or date spans(s) of Corrected Claims Adjustments	CPSE status
<p>231009R000034-POTENTIAL CPSE: Anthem is researching claim denials for enteral supplies. The denial reason is for frequency limit exceeded. Anthem has notified potentially impacted providers and will have more details upon further research.</p> <p>231009R000034-CONFIRMED CPSE: Anthem clinical editing denied service codes A4306, A9276, B4034, B4035, B4036, B4105, B4220, B4222, B4224, B9998, E0781, E0791, B4100U1, B4100, B4150, B4152, B4153, B4154, B4155, B4157, B4158, B4159, B4160, B4161, B4162 when billed above and beyond the per day limit. Anthem is correcting the edit to allow providers to bill up to a 30 day supply. The long term solution was released in February and claims were reprocessed.</p>	Medicaid	10/09/2023	76-Durable Medical Equipment Supplier	02/28/2024	CPT codes that have a rate on fee schedule were reprocessed on 03/28/2024 the remaining claims are manually priced per invoice and are in process	in progress
<p>231116R000084-CONFIRMED CPSE: Global delivery service codes 59400, 59510, 59610, and 59618 are denying fi2 non-covered incorrectly. Anthem's system correction was released in February 2024. CPT codes 59510, 59610, and 59618 are still denying as non-covered, Anthem is continuing to implement system corrections.</p> <p>After further review CPT codes 59510, 59610, and 59618 are non-covered, please refer to the ODM fee schedule: <a href="https://medicaid.ohio.gov/resources-for-providers/billing/fee-schedule-and-rates/schedules-and-rates">https://medicaid.ohio.gov/resources-for-providers/billing/fee-schedule-and-rates/schedules-and-rates</a> for covered and non-covered codes.</p>	Medicaid	11/16/2023	01-Hospital (IP & OP), 21-Professional Medical Group	02/20/2024	<p>393 claims were reprocessed on 01/05/2024</p> <p>89 additional claims were reprocessed on 02/07/2024</p> <p>48 additional claims were reprocessed on 02/20/2024</p>	complete

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240129R000295-CONFIRMED CPSE: Outpatient BH providers billing services with Revenue code 900 received no authorization denials incorrectly. Anthem is working on removing the authorization requirement for CPT codes that do not require authorization when billed with Rev code 900. Impacted providers were notified and claims will be reprocessed.	Medicaid	01/29/2024	01-Hospital (Outpatient)	04/15/2024	04/15/2024	in progress
240312R000031-CONFIRMED CPSE: Anthem was delayed on updating the 1.1.24 private duty nursing rates. The system was updated on 3.13.24 and impacted claims were reprocessed.	Medicaid	03/13/2024	16 & 60-Home Health Agency	03/13/2024	03/21/2024	complete
240325R000178 POTENTIAL CPSE: Anthem implemented the per diem rates for Free-Standing Psychiatric Hospitals effective 1.1.24. Anthem is reviewing the Revenue codes that were included in the configuration for any gaps and/or errors.  240325R000178 CONFIRMED CPSE: Anthem has aligned with ODM guidelines to pay inpatient Psychiatric Hospital claims are the Psych per diem rates. Claims that were not processed at the per diem rate will be reprocessed.	Medicaid	03/13/2024	01-Hospital (IP)	03/22/2024	04/24/2024	in progress
240412R000050-CONFIRMED CPSE: Anthem is aligning with the CMS MUE limit for 90837 to allow up to 2 units to be reimbursable. Anthem's system will be updated in June 2024 and recurring claims reprocessing projects will be completed in the interim.	Medicaid	04/12/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	05/10/2024	76 impacted claims will be reprocessed to override clinical edit on 05/12/2024	in progress
Potential CPSE: Anthem identified a claims processing issue that caused a BH supervising reduction to providers who are not provider type 84 or 95. Anthem is working on updating the configuration and claims will be reprocessed.	Medicaid	04/12/2024	21-Professional Medical Group	05/17/2024	05/31/2024	in progress

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Potential CPSE: Anthem has been notified that BH provider types are being reimbursed at a higher education level. Anthem is looking into these overpayments for a possible adjustment.	Medicaid	04/12/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	11/23/2023	05/30/2024	in progress

