

Claims Payment Systemic Errors

April 2025

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
250219R000303 CONFIRMED CPSE: Vaccine administration code 90460 denied inappropriately when billed for members who were 18 and under during the date of service. Anthem corrected the code editing. Impacted providers were notified and claims will be reprocessed.	Medicaid	2/19/2025	21-Professional Medical Group	3/30/2025	4/9/2025	complete
2239648 CONFIRMED CPSE: Anthem identified a configuration error on claims billing modifier 26 in a facility site of service, causing overpayments. Anthem's program integrity team has assigned project ID 2239648 to identify these recoupments. Impacted providers were notified and will have 90 days to dispute the overpayment before the claim will be recouped.	Medicaid	3/10/2025	21-Professional Medical Group	12/7/2024	6/10/2025	in progress
PCMP-25-109551 CONFIRMED CPSE: Anthem identified a select number of Skilled Nursing Facilities that were in the development environment within Anthem's claims system, 1/1/25 rate updates for these facilities were not pushed into production. This caused claims to pay at the incorrect rate. Impacted providers were notified and claims will be reprocessed.	Medicaid	3/27/2025	86-Nursing Facility	4/30/2025	4/30/2025	in progress
250401R000013 CONFIRMED CPSE: Anthem identified a configuration error that caused service codes 97166, 92523, 97161 and 97167 to deny for no authorization incorrectly. Anthem is working to correct the issue. Impacted providers were notified and claims will be reprocessed.	Medicaid	4/1/2025	21-Professional Medical Group	4/30/2025	4/30/2025	in progress
2501 CONFIRMED CPSE: Liberty Dental is working to amend the current contracts for rural dental providers for the appropriate reimbursement. Liberty will contact the impacted providers and will reprocess impacted claims.	Medicaid	4/9/2025	30-Dentist	5/30/2025	5/30/2025	in progress