

## Claims Payment Systemic Errors

### August 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
250604R000272 CONFIRMED CPSE: Anthem denied claims billing service code 41874 for non-covered incorrectly. Impacted claims were reprocessed.	Medicaid	6/4/2025	21-Professional Medical Group	6/15/2025	7/22/2025	complete
000034176 CONFIRMED CPSE: Anthem's BH supervising claims logic discounted the claims at 72.25% or 85% depending on the providers modifier at the allowed amount. Anthem is working to correct the logic for historical claims and beginning 10/1/25 will adopt Ohio Medicaid's billing requirements of the HT and HP modifiers for supervised and unsupervised BH services.	Medicaid	6/30/2025	84-Ohio Department of Mental Health (Community Mental Health) Provider,  95-ODADAS Certified/Licensed (SUD) Treatment Program	10/1/2025	10/1/2025	in progress
250701R000197 CONFIRMED CPSE: Anthem was incorrectly paying VFC toxoids when billed on professional claims, resulting in overpayments. The benefit configuration was updated and claims will be recouped. Anthem's program integrity team is working to notify providers who have impacted claims and will allow providers to dispute or resubmit claims before the recoupment occurs, 90 days from the initial notification.	Medicaid	7/15/2025	21-Professional Medical Group	8/5/2025	11/5/2025	in progress

**Date Report Submitted:** 8/15/2025

If you have any questions, please contact Provider Experience by phone at 844-912-1226 or email us at [Ohiomedicaidprovider@anthem.com](mailto:Ohiomedicaidprovider@anthem.com)

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250716R000248 CONFIRMED CPSE: Anthem incorrectly denied claims for Attending providers in enrollment status K on the PMF for not being registered with the state. Anthem is working to correct the front end claims logic and will reprocess impacted claims.	Medicaid	8/12/2025	00-All Provider Types (applicable to attending providers in enrollment status K on the provider master file)	9/30/2025	9/30/2025	in progress
250516R000142 POTENTIAL CPSE-System error causing claims to process as out of network for in network providers resulting in incorrect claim denials for no authorization. Anthem is working on correcting the claims system and determining the impacted providers and claims.	Medicaid	08/13/25	00-All Provider Types (error is not specific to a provider type)	9/12/2025	9/30/2025	in progress