



Claims Payment Systemic Errors December 2023

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**.

Description of CPSE	Date CPSE was 1st identified	Billing Provider Type(s) impacted by CPSE	Timeline for fixing CPSE	Dates and/or date spans(s) of Corrected Claims Adjustments	Number of claims impacted	CPSE status
<p>231012R000173-POTENTIAL CPSE: Anthem is researching EAPG claims subject to multiple-procedure payment reduction for double reductions</p> <p>231012R000173-CONFIRMED CPSE: Internal claims editing applied the multiple-procedure payment reduction causing double reductions. The configuration to exclude outpatient hospital and Ambulatory surgery center claims from clinical editing was released on 9/26/23 and impacted claims were reprocessed.</p>	08/14/2023	01-Hospital (Outpatient), 46-Ambulatory Surgery Center	09/26/2023	11/27/2023	10,482	Complete
<p>230823R000122-CONFIRMED CPSE Urgent Care claims billed in POS 20 were denying for no authorization Y3Z, Anthem will allow both in and out of network providers to bill in POS 20-Urgent Care without requesting prior authorization. Configuration was completed on 10/30/23 and impacted claims were reprocessed.</p>	08/23/2023	01-Hospital (Outpatient)	10/30/2023	11/27/2023	2,309	Complete
<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 will be released in February and claims will be processed through a short term solution in the interim.</p>	10/09/2023	76-Durable Medical Equipment Supplier	02/28/2024	01/10/2023	1,563	In progress

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231009R000193-POTENTIAL CPSE: Anthem is reviewing duplicate denials for service codes S5000 and S5001 231009R000193-CONFIRMED CPSE: Anthem has updated the claims system to exclude S5000 and S5001 from duplicate denials when billed with different NDC codes and impacted claims were reprocessed.	10/09/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	11/06/2023	12/01/2023	407	Complete
231106R000150-CONFIRMED CPSE: Anthem is incorrectly denying CANS assessments and advising providers to submit to Aetna OhioRise when the date of service is the same date the member is enrolled into OhioRise. Anthem has configured a short-term solution and the long-term solution will be released in January 2024. Impacted providers were notified and claims were reprocessed.	11/06/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	12/08/2023	11/27/2023	176	Complete
231116R000084-CONFIRMED CPSE: Global delivery service codes 59400, 59510, 59610, and 59618 are denying fi2 non-covered incorrectly. Anthem's system correction will be released in February 2023. Impacted providers were notified and claims will be reprocessed.	11/16/2023	01-Hospital (IP & OP), 21-Professional Medical Group	02/28/2023	01/15/2023	393	In progress
231205R000026-CONFIRMED CPSE: Service codes 90791 and 90792 billed without a mental health dx code were denying. Anthem will open this procedure code to dx E66.11 for members pursuing bariatric surgery. Impacted providers were notified and claims will be reprocessed.	12/05/2023	21-Professional Medical Group	01/30/2023	01/30/2023	83	In progress
231212R000120-CONFIRMED CPSE: Anthem incorrectly denied service codes 98940, 98941, 98942 and 98943 for PS0-non covered. These denials were caused by a temporary system configuration that was removed on 11/16/23. Impacted providers were notified and claims will be reprocessed.	12/12/2023	27-Chiropractor Individual	11/16/2023	01/12/2023	740	In progress
231212R000017-CONFIRMED CPSE: Anthem was incorrectly denying claims beginning September 23rd for edit e62. This edit was put in place to deny service codes 84436,84439,84443 or 84479 when billed without the required DX code. The configuration was denying service codes out of scope. Impacted providers were notified and claims will be reprocessed.	12/12/2023	00-All provider types	12/18/2023	01/18/2023	3,330	In progress