



## Claims Payment Systemic Errors December 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** or email us at **Ohiomedicaidprovider@anthem.com**.

| 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 |
|--|------------------|--------------------------------|--|--------------------------|--|-------------|
| 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. System fix was deployed into production on 11/24/24, remaining 8 claims that denied prior to system fix will be reprocessed. | Medicaid         | 9/11/2024                      | 84-Ohio Department of Mental Health (Community Mental Health) Provider | 11/24/2024               | 258 Claims were reprocessed to manually override the edit on 10/11/2024<br><br>Fix was deployed into production on 11/24/24 remaining 8 claims are being reprocessed under ticket 241213R000032. | In progress |
| 241209R000124-CONFIRMED CPSE: System update caused increase in CLIA R90-R95 denials for missing CLIA ID. The system fix was implemented on 11/17/24 and claims were reprocessed.   | Medicaid         | 10/25/2024                     | 80-Independent Laboratory  | 11/17/2024               | 12/12/2024   | Complete    |
| 241213R000047-CONFIRMED CPSE: Anthem prematurely turned on a claim edit for PT 95 with specialty codes 951/953 which caused claims to deny G18 incorrectly. Anthem has removed the restriction and claims will be reprocessed.   | Medicaid         | 11/22/2024                     | 95-ODADAS Certified/Licensed (SUD) Treatment Program                   | 12/4/2024                | 1/13/2025  | In progress |

**Date Report Posted:** 12/15/2024

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|--|------------------|--------------------------------|---|--|--|-------------|
| 241209R000124 CONFIRMED CPSE: Anthem does not receive CLIA type code on the daily provider master file and is working to improve CLIA type code assignment on provider records. Anthem is working to correct provider records to bypass QW modifier requirement when the CLIA type code is above a certificate of waiver or PPMP. Please reach out to your provider experience representative if you have any questions. | Medicaid         | 12/10/2024                     | 80-Independent Laboratory                 | Provider records are manually updated, CLIA type code is not included on ODM's provider master file. | 1/13/2025  | In progress |