



Claims Payment Systemic Errors February 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 will be released in February and claims will be processed through a short term solution in the interim.</p>	Medicaid	10/09/2023	76-Durable Medical Equipment Supplier	02/28/2024	02/28/2024	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 will be released in February 2023. Impacted providers were notified and claims will be reprocessed.</p>	Medicaid	11/16/2023	01-Hospital (IP & OP), 21-Professional Medical Group	02/28/2024	<p>393 claims were reprocessed on 01/05/2024</p> <p>89 additional claims were reprocessed on 02/07/2024</p>	In progress
<p>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 were reprocessed.</p>	Medicaid	12/12/2023	00-All provider types	12/18/2023	02/07/2024	Complete

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240112R000045-CONFIRMED CPSE: Skilled Nursing Facility revenue code 0120 denied G18 incorrectly. Anthem has corrected the pricing configuration. Impacted providers were notified and claims were reprocessed.	Medicaid	01/12/2024	86-Nursing Facility	01/12/2024	01/19/2024	Complete
240125R000057-CONFIRMED CPSE: BH CPT Codes 90791, 90792, G0396 and G0397 denied for no authorization prior to the members benefit limit. Anthem has lifted the pre-authorization requirements for these service codes. Impacted providers were notified and claims will be reprocessed.	Medicaid	01/25/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	01/26/2024	03/13/2024	In progress
240126R000286-CONFIRMED CPSE: Rates effective 1/1/24 for EAPG and DRG priced claims was not available in Anthem's claims processing system until 1/23/24. Anthem is reprocessing impacted claims at the 1/1/24 rates. Providers were notified and claims will be reprocessed.	Medicaid	01/26/2024	01-Hospital (IP & OP), 46-Ambulatory Surgery Center	01/23/2024	03/13/2024	In progress
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)	03/13/2024	03/13/2024	In progress
240208R000157-CONFIRMED CPSE: Anthem received rate updates for laboratory services on 12/29/2023 with a 1/1/24 effective date. Claims received with dates of service between 1/1/24-1/6/24 were processed before the rates could be updated. The impacted providers were notified and claims will be reprocessed.	Medicaid	02/08/2024	80-Independent Laboratory	02/08/2024	03/11/2024	In progress
POTENTIAL CPSE: Anthem is researching NDC claims that denied for explanation code f90 not a part of the MDRP.	Medicaid	02/09/2024	01-Hospital (IP & OP), 21-Professional Medical Group	03/13/2024	03/13/2024	In progress

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POTENTIAL CPSE: Anthem is researching a possible error in the fee schedule loading process that may have impacted the O&P codes on the Ohio Medicaid fee schedule.	Medicaid	02/13/2024	76-Durable Medical Equipment Supplier	03/10/2024	03/11/2024	In progress