

Claims Payment Systemic Errors February 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
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 were reprocessed.	Medicaid	11/22/2024	95-ODADAS Certified/Licensed (SUD) Treatment Program	12/4/2024	1/17/2025	complete
250114R000048 CONFIRMED CPSE: Optum was delayed on implementing updated age restrictions on service code 90656 causing outpatient claims to deny P55, this was corrected. Impacted providers were notified and claims will be reprocessed.	Medicaid	12/19/2024	01-Hospital (outpatient)	12/24/2024	2/28/2025	in progress
250106R000209 CONFIRMED CPSE: Service code 97014 became effective on 10/1/24. Anthem was delayed on removing this code from a pend queue that caused incorrect claim denials for PS0-non-covered. The system was corrected on 12/27/24. Impacted providers were notified and claims were reprocessed.	Medicaid	1/06/2025	01-Hospital (outpatient)	1/7/2025	2/10/2025	complete
250110R000263 CONFIRMED CPSE: Service codes 74176 and 70450 billed as emergency services denied for no authorization incorrectly. Impacted providers were notified and claims were reprocessed.	Medicaid	1/10/2025	01-Hospital (outpatient)	2/14/2025	2/3/2025	complete

Date Report Posted: 2/15/2025

If you have any questions, please contact Provider Experience by phone at **844-912-1226** or email us at **Ohiomedicaidprovider@anthem.com**

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250103R000002-18/241221R000007-18 CONFIRMED CPSE: System issue caused Anthem's authorization override tool to malfunction between 12/12/24-12/20/24. Impacted claims have been reprocessed.	Medicaid	1/14/2025	21-Professional Medical Group, 01-Hospital (outpatient), 46-Ambulatory Surgery Center	12/21/2024	2/5/2025	complete
250207R000030 CONFIRMED CPSE: Anthem had an effective date of 2/23/24 for NDC code 00121203630 and will be corrected to 1/1/24. Claims with a DOS on or after 1/1/24 and denied for f90 Manufacturer not participating in MDRP were denied incorrectly. Impacted providers were notified and claims will be reprocessed.	Medicaid	2/7/2025	21-Professional Medical Group	3/30/2025	2/28/2025	in progress