



Claims Payment Systemic Errors January 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
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.	Medicaid	11/16/2023	01-Hospital (IP & OP), 21-Professional Medical Group	02/28/2024	393 claims were reprocessed on 1/5/2024 86 additional claims targeting 2/12/24	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 E66.01 for members pursuing bariatric surgery. Impacted providers were notified and claims have been reprocessed.	Medicaid	12/05/2023	21-Professional Medical Group	12/22/2023	12/28/2023	complete
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 have been reprocessed.	Medicaid	12/12/2023	27-Chiropractor Individual	11/16/2023	01/03/2024	complete
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.	Medicaid	12/12/2023	00-All provider types	12/18/2023	01/18/2024	in progress

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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 will be reprocessed.	Medicaid	01/12/2024	86-Nursing Facility	01/12/2024	02/12/2024	in progress