



Claims Payment Systemic Errors January 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
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 were 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 241213R000032 complete on 12/16/24	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	1/30/2025	In progress
241210R000118 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 has corrected the known impacted provider records and has reprocessed claims. Please reach out to your provider experience representative if you have a CLIA designation above a PPMP or COW and are experiencing claim denials for G49.	Medicaid	12/10/2024	80-Independent Laboratory	Provider records are manually updated, CLIA type code is not included on ODM's provider master file.	1/10/2025	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 on 12/24/24. Impacted providers were notified and claims will be reprocessed.	Medicaid	12/19/2024	01-Hospital (outpatient)	12/24/2024	1/24/2025	In progress

Date Report Posted: 1/15/2025

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

providers.anthem.com/oh

Anthem Blue Cross and Blue Shield Medicaid is the trade name of Community Insurance Company, an independent licensee of the Blue Cross and Blue Shield Association.

Anthem is a registered trademark of Anthem Insurance Companies, Inc.

OHBCBS-CD-076823-25

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
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 will be reprocessed.	Medicaid	1/6/2025	01-Hospital (outpatient)	1/7/2025	1/27/2025	In progress
250110R000263 CONFIRMED CPSE: Service codes 74176 and 70450 billed as emergency services denied for no authorization incorrectly. Impacted providers were notified and claims will be reprocessed.	Medicaid	1/10/2025	01-Hospital (outpatient)	2/14/2025	2/14/2025	In progress
250103R000002-18/241221R000007-18 CONFIRMED CPSE: System issue caused Anthem's authorization override tool to malfunction between 12/12/24-12/20/24. Anthem is working on determining complete list of impacted providers and impacted claims, once finalized direct outreach will be made.	Medicaid	1/14/2025	21-Professional Medical Group, 01-Hospital (outpatient), 46-Ambulatory Surgery Center	12/21/2024	2/14/2025	In progress