



Claims Payment Systemic Errors July 2023

The current Claims Payment Systemic Errors (CPSEs) for Anthem Blue Cross and Blue Shield are reported below.
If you have any questions, please contact your Provider Relationship Management representative or call Provider Services at **844-912-1226**.

Description of CPSE	Date CPSE was 1st identified	Billing Provider Type(s) impacted by CPSE	Timeline for fixing CPSE	Dates and/or date spans(s) of Corrected Claims Adjustments	Number of claims impacted	CPSE status
<p>230313R000056-POTENTIAL CPSE: Based on provider feedback Anthem is researching the rates Behavioral Health providers who are not associated with a CMHC and/or SUD entity are receiving for discrepancies.</p> <p>230405R000210-CONFIRMED CPSE: Updated ticket due to CPSE confirmation. Anthem identified 116,992 individual providers who were internally flagged as affiliated with a 84/95 provider type incorrectly and were receiving the BH redesign rates causing a mixture of overpayments and underpayments. Anthem has removed the incorrect internal flags and are working to identify and reprocess impacted claims. Due to the volume of providers this has impacted Anthem is working to pull our overpayments from underpayments to prevent processing delays.</p> <p>Underpaid claims were reprocessed and are completed. Overpaid claims are in the recoupment process. Providers will have 30 days from the overpayment notice to dispute the recoupment.</p>	3/10/2023	21-Professional Medical Group	Provider internal flags were removed on 3/19/2023 and 3/24/2023	Claims identified as recoupments: Impacted providers received a recoupment notice initiating recoupment on 6/28/2023	9,579 claims were overpaid	Recoupment is in process
<p>230602R000233-CONFIRMED CPSE: Yearly allowances for well visit CPT codes 99382-99383-99385-99385 99386-99387-99391-99392-99393-99394-99395-99396, were not configured by age group causing claims to deny G02-benefits limit reached, Anthem has completed the benefit configuration and identified impacted claims for reprocessing.</p>	6/2/2023	01-Hospital (Inpatient and Outpatient IP & OP), 21-Professional Medical Group	6/9/2023	7/20/2023	1,848	In progress

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230602R000091-CONFIRMED CPSE: Auto adjudicated claims denied behavioral health CPT codes included on the BH TPL bypass incorrectly. Anthem has updated COB requirements for auto adjudication and impacted claims were reprocessed.	6/2/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider and 95-ODADAS Certified/Licensed (SUD) Treatment Program	6/23/2023	7/6/2023	4,931	Complete
230605R000062-CONFIRMED CPSE: Anthem identified a failure with the PMF daily file load that impacted CMHC and SUD providers. Anthem was not able to assign the providers education level prior to claims adjudication causing claims to deny G18. The provider records have been updated and impacted claims were reprocessed.	6/5/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider and 95-ODADAS Certified/Licensed (SUD) Treatment Program	5/25/2023	7/5/2023	3,189	Complete
230606R000016-CONFIRMED CPSE: CPT code E0603 was incorrectly denying for no authorization when billed with the NU modifier. Anthem has updated the configuration to only require authorization when billed as a rental. Impacted claims were reprocessed.	6/6/2023	76-Durable Medical Equipment Supplier	6/6/2023	6/28/2023	94	Complete
230607R000064-CONFIRMED CPSE: Anthem identified an error with the pricing configuration for CPT codes H2019 and H2017 when billed with a community place of service code, the rate defaulted to the office rate. It was brought to the plan that not all impacted claims were corrected prior to claim adjudication. Anthem has run a query and is reprocessing all impacted claims.	6/7/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider	3/31/2023	7/17/2023	40,302	In progress

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<p>230612R000209-POTENTIAL CPSE: Anthem is researching duplicate denials for H0036, H2017, and H2019.</p> <p>230612R000209-CONFIRMED NOT TO BE A CPSE: Anthem confirmed claims received for multiple visits for the same member, on the same day for the same service code do not align with the behavioral health manual. Anthem will issue a provider communication.</p>	6/12/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	6/19/2023 confirmed claims received do not align with the BH manual.	Anthem will work with providers on claim submissions	1,314	Complete
<p>230626R000056-CONFIRMED CPSE: A system update reverted logic to bypass authorization requirements for therapy and chiropractic procedure codes that do not require authorization for the first 15 or 30 visits, depending on the members age per calendar year. This caused claims to deny for no authorization incorrectly. Impacted providers have been outreached and claims will be reprocessed.</p>	6/22/2023	27-Chiropractor Individual, 21-Professional Medical Group	7/7/2023	7/24/2023	519	In progress
<p>230627R000157-CONFIRMED CPSE: Claims billing E&M procedure codes with modifier 25 were denied G02-Benefit limits reached. The configuration has been corrected and impacted providers were notified.</p>	6/22/2023	21-Professional Medical Group	6/26/2023	7/27/2023	319	In progress
<p>230622R000012-CONFIRMED CPSE: Anesthesia claims were denying ZAU for missing NDC code in error. Anthem has corrected the configuration. Impacted providers were notified and claims will be reprocessed.</p>	6/22/2023	01-Hospital (IP & OP), 21-Professional Medical Group, 68-Anesthesia Assistant Individual, 73-Certified Registered Nurse Anesthetist (CRNA) Individual	6/26/2023	7/31/2023	469	In progress

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<p>230703R000031-CONFIRMED CPSE: Anthem incorrectly denied claims for ZIX missing pregnancy length indicator. Anthem has updated the configuration to recognize the required diagnosis codes for gestational age. Impacted providers were notified and claims will be reprocessed.</p>	6/30/2023	01-Hospital (Inpatient and Outpatient IP & OP), 21-Professional Medical Group	7/5/2023	8/5/2023	764	In progress
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