



Claims Payment Systemic Errors

July 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
240510R000140-POTENTIAL CPSE: Anthem is researching COVID Administration codes billed with Rev code 771 and modifier HE denied for G40 inappropriate modifier. 240510R000140-CONFIRMED CPSE: CPT code 90480 when billed with revenue code 771 and modifier HE denied incorrectly for inappropriate modifier for service. Anthem's claim system will be updated on 5/14/24 and claims were reprocessed.	Medicaid	4/24/2024	01-Hospital (Outpatient)	5/14/2024	6/18/2024	Complete
240516R000015-CONFIRMED CPSE: ABA providers listed on the state file as enrollment code "K" with enrollment reason code 11 or 15 were getting incorrect denials for provider not registered with the state. Anthem has temporarily removed the edit until the logic can be updated to consider these providers as active. Any claims submitted by inactive providers will be subject for post payment review.	Medicaid	5/16/2024	21-Professional Medical Group	6/10/2024	7/9/2024	Complete
240604R000195: CONFIRMED CPSE: VFC denials Anthem will allow payment to be made on toxoid codes covered under the VFC program when billed in the outpatient setting per OAC rule 5160-2-75. Anthem will complete the configuration changes needed and impacted claims will be reprocessed.	Medicaid	6/4/2024	01-Hospital (Outpatient)	6/28/2024	7/31/2024	In Progress

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240624R000200-CONFIRMED CPSE: Anthem incorrectly denied claims with disallow code B85 for CLIA not active. The edit has been corrected, impacted providers were notified and claims were reprocessed.	Medicaid	6/24/2024	80-Independent Laboratory	6/24/2024	6/24/2024	Complete
240617R000251- CONFIREMD CPSE: Anthem updated fee schedule to include service codes that are unlisted or do not have a fee assigned on the Ohio Medicaid Fee schedules. Impacted providers were notified and claims were reprocessed.	Medicaid	7/12/2024	21-Professional Medical Group	7/15/2024	7/27/2024	In Progress