

Claims Payment Systemic Errors

July 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
<p>2239648 CONFIRMED CPSE: Anthem identified a configuration error on claims billing modifier 26 in a facility site of service, causing overpayments. Anthem's program integrity team has assigned project ID 2239648 to identify these recoupments. Impacted providers were notified and will have 90 days to dispute the overpayment before the claim will be recouped.</p> <p>Recoupments will occur by the end of June, if you are an impacted provider and have questions please follow the instructions on the recovery letter.</p> <p>Recoveries have been completed unless an alternative payment plan was established.</p>	Medicaid	3/10/2025	21-Professional Medical Group	12/7/2024	6/30/2025	complete
250401R000013 CONFIRMED CPSE: Anthem identified a configuration error that caused service codes 97166, 92523, 97161 and 97167 to deny for no authorization incorrectly. Anthem has corrected the issue. Impacted providers were notified and claims were reprocessed.	Medicaid	4/1/2025	21-Professional Medical Group	4/17/2025	6/26/2025	complete

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<p>2501 CONFIRMED CPSE: Liberty Dental is working to amend the current contracts for rural dental providers for the appropriate reimbursement. Liberty will contact the impacted providers and will reprocess impacted claims.</p> <p>Liberty Dental is continuing to work through contracting issues impacting this CPSE. Extended time is needed to amend providers contracts updating the rates once a completed contract is received and reprocessing claims. If you are dental provider impacted by this CPSE please ensure you are working with Liberty Dental and completing the contract amendment timely to ensure prompt claims reprocessing.</p> <p>Liberty has completed contract amendments and has reprocessed impacted claims.</p>	Medicaid	4/9/2025	30-Dentist	5/30/2025	7/1/2025	complete
250604R000272 CONFIRMED CPSE: Anthem denied claims billing service code 41874 for non-covered incorrectly. Anthem is working to update the effective date of this service code in the claims system. Impacted claims will be reprocessed once the system is updated.	Medicaid	6/4/2025	21-Professional Medical Group	6/15/2025	7/30/2025	in progress

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Potential CPSE: Anthem is reviewing system configuration when behavioral health providers are not supervised and the services are discounted based on the practitioners modifier.	Medicaid	6/30/2025	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	8/30/2025	8/30/2025	in progress