



Claims Payment Systemic Errors June 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 3/19/23 and 3/24/23	Claims identified as recoupments: Impacted providers will receive a recoupment notification and will have 30 days to dispute	9,579 claims were overpaid	Recoupment is in process
<p>230511R000070-POTENTIAL CPSE: Anthem is researching benefit configuration for CPT code J7318 (HYALURONAN OR DERIVATIVE, DUROLANE, FOR INTRA-ARTICULAR INJECTION, 1 MG)</p> <p>230511R000070-CONFIRMED CPSE: Anthem was denying CPT code J7318 as non-covered incorrectly. The benefit configuration was completed and impacted claims were reprocessed.</p>	5/11/2023	01-Hospital (Inpatient and Outpatient IP & OP), 21-Professional Medical Group	5/11/2023	5/11/2023	8	complete

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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.	6/2/2023	01-Hospital (Inpatient and Outpatient IP & OP), 21-Professional Medical Group	6/9/2023	6/23/2023	1848	in progress
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 will reprocess impacted claims.	06/02/23	84-Ohio Department of Mental Health (Community Mental Health) Provider and 95-ODADAS Certified/Licensed (SUD) Treatment Program	6/23/2023	6/30/2023	4931	in progress
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 will be 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	7/3/2023	3189	in progress
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 will be reprocessed.	6/6/2023	76-Durable Medical Equipment Supplier	6/6/2023	7/3/2023	94	in progress
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	7/5/2023	40302	in progress
230612R000209-POTENTIAL CPSE: Anthem is researching duplicate denials for H0036, H2017, and H2019	6/12/2023	84-Ohio Department of Mental Health (Community Mental Health) Provider and 95-ODADAS Certified/Licensed (SUD) Treatment Program	estimated 6/19/2023	estimated 7/10/2023	1314	in progress