



Claims Payment Systemic Errors June 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
240412R000050-CONFIRMED CPSE: Anthem is aligning with the CMS MUE limit for 90837 to allow up to 2 units to be reimbursable. Anthem's system was updated on May 19th and impacted claims were reprocessed.	Medicaid	04/12/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	05/19/2024	324 impacted claims were reprocessed on 05/03/2024 19 remaining claims were reprocessed on 05/29/2024	Complete
Potential CPSE: Anthem identified a claims processing issue that caused a BH supervising reduction to providers who are not provider type 84 or 95. Anthem is working on updating the configuration and claims will be reprocessed. Anthem needs additional time to identify impacted providers and claims due to the high utilization. NON CPSE: In further review, impacted claims were previously reprocessed. If you are a provider and require additional reprocessing please contact your provider experience representative.	Medicaid	04/12/2024	21-Professional Medical Group	05/17/2024	05/31/2024	Complete
Potential CPSE: Anthem has been notified that BH provider types are being reimbursed at a higher education level. Anthem is looking into these overpayments for a possible adjustment. NON CPSE: Impacted providers are less than five. Anthem confirmed the potential recoupment does not meet the dollar threshold to complete a project across all TINs. Please work with Anthem provider experience team if recoupments are needed.	Medicaid	04/12/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	11/23/2023	Impacted providers will be notified of the recoupments and will have 90 days from the notification to dispute.	Complete

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<p>240510R000140-POTENTIAL CPSE: Anthem is researching COVID Administration codes billed with Rev code 771 and modifier HE denied for G40 inappropriate modifier.</p> <p>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 will be reprocessed.</p>	Medicaid	04/24/2024	01-Hospital (Outpatient)	05/14/2024	06/28/2024	In Progress
<p>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.</p>	Medicaid	05/16/2024	21-Professional Medical Group	06/10/2024	05/17/2024	In Progress
<p>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.</p>	Medicaid	06/04/2024	01-Hospital (Outpatient)	06/28/2024	06/28/2024	In Progress