



Claims Payment Systemic Errors March 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
<p>231009R000034-POTENTIAL CPSE: Anthem is researching claim denials for enteral supplies. The denial reason is for frequency limit exceeded. Anthem has notified potentially impacted providers and will have more details upon further research.</p> <p>231009R000034-CONFIRMED CPSE: Anthem clinical editing denied service codes A4306, A9276, B4034, B4035, B4036, B4105, B4220, B4222, B4224, B9998, E0781, E0791, B4100U1, B4100, B4150, B4152, B4153, B4154, B4155, B4157, B4158, B4159, B4160, B4161, B4162 when billed above and beyond the per day limit. Anthem is correcting the edit to allow providers to bill up to a 30 day supply. The long term solution will be released in February and claims will be processed.</p>	Medicaid	10/09/2023	76-Durable Medical Equipment Supplier	02/28/2024	03/30/2024	In progress
<p>231116R000084-CONFIRMED CPSE: Global delivery service codes 59400, 59510, 59610, and 59618 are denying fi2 non-covered incorrectly. Anthem's system correction was released in February 2024. CPT codes 59510, 59610, and 59618 are still denying as non-covered, Anthem is continuing to implement system corrections.</p>	Medicaid	11/16/2023	01-Hospital (IP & OP), 21-Professional Medical Group	03/30/2024	<p>393 claims were reprocessed on 01/05/2024</p> <p>89 additional claims were reprocessed on 02/07/2024</p> <p>48 additional claims were reprocessed on 02/20/2024</p> <p>CPT codes 59510, 59610, and 59618 will be reprocessed.</p>	In progress

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240125R000057-CONFIRMED CPSE: BH CPT Codes 90791, 90792, G0396 and G0397 denied for no authorization prior to the members benefit limit. Anthem has lifted the pre-authorization requirements for these service codes. Impacted providers were notified and claims were reprocessed.	Medicaid	01/25/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	01/26/2024	02/21/2024	Complete
240126R000286-CONFIRMED CPSE: Rates effective 1/1/24 for EAPG and DRG priced claims was not available in Anthem's claims processing system until 1/23/24. Anthem is reprocessing impacted claims at the 1/1/24 rates. Providers were notified and claims were reprocessed.	Medicaid	01/26/2024	01-Hospital (IP & OP), 46-Ambulatory Surgery Center	01/23/2024	02/25/2024	Complete
240129R000295-CONFIRMED CPSE: Outpatient BH providers billing services with Revenue code 900 received no authorization denials incorrectly. Anthem is working on removing the authorization requirement for CPT codes that do not require authorization when billed with Rev code 900. Impacted providers were notified and claims will be reprocessed.	Medicaid	01/29/2024	01-Hospital (Outpatient)	04/15/2024	04/15/2024	In progress
240208R000157-CONFIRMED CPSE: Anthem received rate updates for laboratory services on 12/29/2023 with a 1/1/24 effective date. Claims received with dates of service between 1/1/24-1/6/24 were processed before the rates could be updated. The impacted providers were notified and claims were reprocessed.	Medicaid	02/08/2024	80-Independent Laboratory	02/08/2024	02/19/2024	Complete

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<p>240209R000049-POTENTIAL CPSE: Anthem is researching NDC claims that denied for explanation code f90 not a part of the MDRP.</p> <p>240209R000049-CONFIRMED CPSE: Anthem was delayed on updating the MDRP add/change file resulting in denied claims for f90 incorrectly. Anthem has updated the claims processing system and claims were reprocessed.</p>	Medicaid	02/09/2024	01-Hospital (IP & OP), 21-Professional Medical Group	02/09/2024	03/07/2024	Complete
<p>240227R000095 POTENTIAL CPSE: Anthem is researching a possible error in the fee schedule loading process that may have impacted the O&P codes on the Ohio Medicaid fee schedule.</p> <p>240227R000095-CONFIRMED CPSE: Anthem identified an error in loading the DME fee schedule with the 1.1.24 effective dates. The O&P tab was missed due to the change in format. The fee schedule logic has been updated and the rates have been corrected. Impacted providers were notified and claims were reprocessed.</p>	Medicaid	02/13/2024	76-Durable Medical Equipment Supplier	02/27/2024	03/12/2024	Complete
<p>240222R000170 CONFIRMED CPSE: Anthem identified manual errors on Authorizations when there is a professional and facility component. The authorizations have been corrected, impacted providers were notified and claims were reprocessed.</p>	Medicaid	02/22/2024	01-Hospital (IP & OP), 21-Professional Medical Group	2/22/2024	03/06/2024	Complete
<p>240312R000031-CONFIRMED CPSE: Anthem was delayed on updating the 1.1.24 private duty nursing rates. The system was updated on 3.13.24. Anthem is in the process of reprocessing impacted claims.</p>	Medicaid	03/13/2024	16 & 60-Home Health Agency	03/13/2024	04/15/2024	In progress
<p>POTENTIAL CPSE: Anthem implemented the per diem rates for Free-Standing Psychiatric Hospitals effective 1.1.24. Anthem is reviewing the Revenue codes that were included in the configuration for any gaps and/or errors.</p>	Medicaid	03/13/2024	01-Hospital (IP)	03/30/2024	04/15/2024	In progress