



## Claims Payment Systemic Errors May 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 has corrected the edit to allow providers to bill up to a 30 day supply. The long term solution was released in February and claims were reprocessed. Claims billing CPT codes that are priced per the invoice without an attachment could not be reprocessed due to missing documentation.</p>	Medicaid	10/09/2023	76-Durable Medical Equipment Supplier	02/28/2024	CPT codes that have a rate on fee schedule were reprocessed on 03/28/2024 the remaining claims are manually priced per invoice, claims missing an invoice were not reprocessed due to missing documentation.	complete
240129R000295-CONFIRMED CPSE: Outpatient BH providers billing services with Revenue code 900 received no authorization denials incorrectly. Anthem has removed the authorization requirement for CPT codes that do not require authorization when billed with Rev code 900. Impacted providers were notified and claims were reprocessed.	Medicaid	01/29/2024	01-Hospital (Outpatient)	04/29/2025	05/14/2024	complete

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<p>240325R000178 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> <p>240325R000178 CONFIRMED CPSE: Anthem has aligned with ODM guidelines to pay inpatient Psychiatric Hospital claims at the Psych per diem rates. Claims that were not processed at the per diem rate were reprocessed.</p>	Medicaid	03/13/2024	01-Hospital (IP)	03/22/2024	04/26/2024	complete
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 will be updated in June 2024 and recurring claims reprocessing projects will be completed in the interim.	Medicaid	04/12/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program	05/17/2024	324 impacted claims were reprocessed on 05/03/2024	in progress
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.	Medicaid	04/12/2024	21-Professional Medical Group	05/17/2024	05/31/2024	in progress
<p>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.</p> <p>Anthem is working to identify overpaid claims through a pre-price, impacted providers will be individually contacted and will have 90 days from the notification to dispute before the recoupments are made.</p>	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.	in progress

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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	06/13/2024	in progress