

## Claims Payment Systemic Errors

May 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
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.	Medicaid	3/10/2025	21-Professional Medical Group	12/7/2024	6/10/2025	Provider notifications have been completed, dispute period will run through June.
250418R000003 CONFIRMED CPSE: Anthem identified a select number of Skilled Nursing Facilities that were in the development environment within Anthem's claims system, 1/1/25 rate updates for these facilities were not pushed into production. This caused claims to pay at the incorrect rate. Impacted providers were notified and claims were reprocessed.	Medicaid	3/27/2025	86-Nursing Facility	4/30/2025	4/23/2025	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 is working to correct the issue. Impacted providers were notified and claims will be reprocessed.	Medicaid	4/1/2025	21-Professional Medical Group	4/30/2025	5/30/2025	in progress

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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>	Medicaid	04/09/25	30-Dentist	5/30/2025	7/30/2025 for all impacted providers	in progress
250424R000025 CONFIRMED CPSE: Telehealth codes 98000-98016 effective 1/1/25 were denying non-covered incorrectly. Anthem is working to correct the configuration and impacted claims will be reprocessed.	Medicaid	05/14/25	21-Professional Medical Group	5/15/2025	5/30/2025	in progress