



Claims Payment Systemic Errors November 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** or email us at **Ohiomedicaidprovider@anthem.com**.

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
240911R000325-CONFIRMED CPSE: Anthem denied claims incorrectly with disallow code i45-procedure inappropriate for location when billing service codes 99213-5 and 99204-5 in POS 13, 31 and 32. Anthem will reprocess claims overriding the edit until the claims system is updated.	Medicaid	09/11/2024	84-Ohio Department of Mental Health (Community Mental Health) Provider	01/01/2025	258 Claims were reprocessed to manually override the edit on 10/11/2024 Anthem is monitoring claims until system fix is in place, no new claim denials are outstanding at this time.	In progress
240905R000150-CONFIRMED CPSE: Outpatient claims billing vaccines covered under the VFC program were denied incorrectly. Anthem completed the benefit configuration changes on 9/21/24, impacted providers were notified and claims were reprocessed.	Medicaid	09/13/2024	01-Hospital (outpatient)	09/21/2024	10/23/2024	Complete
241004R000064-02-CONFIRMED CPSE: Service code 96372 was mapped to a behavioral health type of service incorrectly causing claim denials. The correction has been made in Anthem's claim system, impacted providers were notified and claims were reprocessed.	Medicaid	10/23/2024	01-Hospital (outpatient)	10/23/2024	11/01/2024	Complete

Date Report Posted: 11/15/2024

providers.anthem.com/oh

Anthem Blue Cross and Blue Shield Medicaid is the trade name of Community Insurance Company, an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. OHBCBS-CD-074026-24

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
CONFIRMED CPSE: System update caused increase in CLIA R90-R95 denials for missing CLIA ID. The edits were disabled on 9/25/24 until the system fix can be implemented on 11/17/24. Impacted providers were notified and claims will be reprocessed.	Medicaid	10/25/2024	80-Independent Laboratory	11/17/2024	12/30/2024	In progress
241107R000058-CONFIRMED CPSE: Claims denied CPT code 94640 for prior authorization, this code does not require prior authorization. Anthem's claim system has been updated and claims were reprocessed.	Medicaid	10/29/2024	21-Professional Medical Group	11/7/2024	11/11/2024	Complete