



Molina Healthcare of Ohio  
Claims Payment Systemic Errors

January 2026

The current Claims Payment Systemic Errors (CPSEs) are listed below. Resolved issues previously reported will be removed from this log, and may be found in archived reports. Please review the log for updates prior to contacting Provider Services at (855) 322-4079.

| Unique ID and Description of CPSE  | Line of Business  | Date CPSE was First Identified | Billing Provider Type(s) Impacted by CPSE (select all that apply)  | Timeline for Fixing CPSE  | Date(s) and/or Date Span(s) of Corrected Claims Adjustments   | CPSE Status         |
|--|-------------------|--------------------------------|--|---|---|---------------------|
| Unique ID: 299<br>Confirmed CPSE<br>Molina is incorrectly applying Patient Liability to claims when the member has a patient liability type is waiver or pro-rated waiver.   | Medicaid & MyCare | 10/4/2023                      | 44-Hospice, 86-Nursing Facility, 74-Assisted Living Facilities   | Phase 1 - 7/1/2025<br>Phase 2 - 8/18/2025   | Recovery Project 1 Complete - 8/29/2025<br>Recovery Project 2 Completed - 9/18/2025<br>Adjustment Project ETA - 9/16/2025<br>10/28/2025 - Cancelled<br>Adjustment Project 2 ETA - 12/9/2025 - 1/23/2026 | Fix is Complete     |
| Unique ID: 354<br>Confirmed CPSE<br>Claims received with attachments (EOB's, Invoices) are not being reviewed prior to adjudication. Causing claims to be paid or denied incorrectly.                                | Medicaid          | 10/28/2024                     | 00-All provider types  | Phase 1 - 4/1/2025<br>Phase 2 - 5/8/2025<br>Phase 3 - 7/23/2025<br>Phase 4 - 8/7/2025 | Adjustment Project 1 Complete - 9/29/2025<br>Adjustment Project 2 ETA - 12/11/2025 - 1/27/2026<br>Workaround started - 10/28/2024   | Fix is Complete     |
| Unique ID: 384<br>Confirmed CPSE<br>Professional and Facility claim lines billed with modifier JW are paying in error.   | Medicaid & MyCare | 5/20/2025                      | 00-All provider types  | 11/5/2025   | Recovery Project 1 Complete - 9/13/2025<br>Recovery Project 2 ETA - 1/8/2026 - 2/20/2026  | Fix is Complete     |
| Unique ID: 390<br>Confirmed CPSE<br>Split billable services (professional and technical) are being denied for authorization in error.  | Medicaid & MyCare | 6/20/2025                      | 80-Independent Laboratory, 79-Independent Diagnostic Testing Facility, 01-Hospital (Outpatient), 21-Professional Medical Group   | 10/6/2025   | Adjustment Project 1 Complete - 7/23/2025<br>Adjustment Project 2 Complete - 8/12/2025<br>Adjustment Project 3 ETA - 1/7/2026 - 2/19/2026   | Fix is Complete     |
| Unique ID: 396<br>Confirmed CPSE<br>Units exceeding four for H0005 were incorrectly reimbursed when provided on the same date of service as H0015.   | Medicaid          | 7/18/2025                      | 84-Ohio Department of Mental Health (Community Mental Health) Provider   | ETA 1/30/2026   | Recovery Project Complete - 9/27/2025   | Ongoing remediation |
| Unique ID: 398<br>Confirmed CPSE<br>BH E&M codes are paying claims incorrectly when downgrading the E&M originally billed.   | Medicaid          | 7/28/2025                      | 84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program   | ETA 1/19/2026   | Recovery Project 1 Complete - 9/26/2025<br>Recovery Project 2 Complete - 10/19/2025<br>Recovery Project 3 Complete 11/27/2025   | Ongoing remediation |
| Unique ID: 399<br>Confirmed CPSE<br>Molina has paid POS 02 at the non-facility rate and not the facility rate in error.  | Medicaid          | 8/19/2025                      | 50-Clinic, 84-Ohio Department of Mental Health (Community Mental Health) Provider, 12-Federally Qualified Health Center, 01-Hospital (IP & OP), 44-Hospice, 21-Professional Medical Group, 95-ODADAS Certified/Licensed (SUD) Treatment Program, 05-Rural Health Clinic, 04-Outpatient Health Facility | 10/2/2025   | Recovery Project 1 Complete - 9/27/2025<br>Recovery Project 2 Complete - 10/28/2025<br>Recovery Project 3 Complete - 11/28/2025   | Complete            |
| Unique ID: 401<br>Confirmed CPSE<br>Some Durable Medical Equipment (DME) providers were linked to incorrect contracts, resulting in overpayments due to misaligned rates.  | Medicaid & MyCare | 9/18/2025                      | 76-Durable Medical Equipment Supplier  | 9/18/2025   | Recovery Project 1 Complete - 10/29/2025<br>Recovery Project 2 Complete - 10/20/2025<br>Recovery Project 3 Complete - 11/27/2025  | Complete            |
| Unique ID: 402<br>Confirmed CPSE<br>K0108 is being denied in error when billed multiple times on the same claim and has PA for multiple items when billed with POS 32.   | Medicaid & MyCare | 10/3/2025                      | 76-Durable Medical Equipment Supplier  | ETA 3/25/2026   | ETA 6/19/2026   | Ongoing remediation |
| Unique ID: 403<br>Confirmed CPSE<br>Claims billed by an advanced practice registered nurse billing procedure code H1000 with modifier 33 and a hospital place of service were paid at the incorrect rate.            | Medicaid          | 11/21/2025                     | 72-Nurse Practitioner, Individual  | 10/21/2025  | Adjustment Project Complete - 12/21/2025  | Complete            |
| Unique ID: 404<br>Confirmed CPSE<br>Per Medicare regulations some codes changed from non-covered to covered effective 1/1/24 and 1/1/25 but were not configured causing MMP Medicaid claims to pay primary in error. | MyCare            | 9/17/2025                      | 76-Durable Medical Equipment Supplier  | 10/21/2025  | Recovery Project ETA - 12/30/2025 - 2/12/2026   | Fix is Complete     |



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| Unique ID: 406<br>Confirmed CPSE<br>Molina had denied non-therapy services when billed with modifiers GN, GO and GP.   | Medicaid          | 10/14/2025                     | 01-Hospital (Outpatient), 40-Speech Language Pathologist, Individual  | 11/23/2025               | ETA 7/1/2026  | Fix is Complete     |
| Unique ID: 407<br>Confirmed CPSE<br>CPT codes 90480, 91304, 91319, 91320 and 91323 were paying at incorrect rates after the 10/01/2025 update to the fee schedule.   | Medicaid & MyCare | 11/24/2025                     | 46-Ambulatory Surgery Center, 01-Hospital (Outpatient)  | 10/27/2025               | Adjustment Project 1 Complete - 11/16/2025<br>Adjustment Project 2 ETA - 11/24/2025 - 1/6/2025 - Canceled<br>12/24/2025<br>Adjustment Project 3 Complete - 1/6/2026 | Complete            |
| Unique ID: 408<br>Confirmed CPSE<br>Claims are underpaying patient responsibility on Dialysis and ASC claims when coordinating benefits with Medicare.   | Medicaid & MyCare | 10/24/2025                     | 46-Ambulatory Surgery Center, 59-End-Stage Renal Disease (Dialysis) Clinic  | ETA 4/16/2026            | Adjustment Project ETA 12/24/2025 - 2/9/2026  | Fix is Complete     |
| Unique ID: 409<br>Confirmed CPSE<br>Claims configuration for EVV needed adjustment to allow for payment as some claims paid at zero incorrectly when the payment system hit an error causing the claims not to be processed.                   | Medicaid & MyCare | 10/29/2025                     | 16 & 60-Home Health Agency, 26-Non-Agency Home Care Attendant, 25-Non-Agency Personal Care Aide   | 10/29/2025               | 11/13/2025  | Complete            |
| Unique ID: 410<br>Confirmed CPSE<br>The CES edit limiting H0048 to allow one per day for substance use disorder urinalysis testing had erroneously been turned off. This allowed H0048 to be paid multiple times on the same DOS in error.     | Medicaid          | 11/5/2025                      | 95-ODADAS Certified/Licensed (SUD) Treatment Program , 84-Ohio Department of Mental Health (Community Mental Health) Provider               | 1/5/2026                 | ETA 7/23/2026   | Fix is Complete     |
| Unique ID: 412<br>Confirmed CPSE<br>Waiver service and Medicare TPL codes billed on claims for Opt-In members were being denied for missing the Primary EOB or Timely Filing.  | MyCare            | 11/12/2025                     | 55-Waivered Services, Individual, 45-Waivered Services Organization, 76-Durable Medical Equipment Supplier, 86-Nursing Facility, 44-Hospice | 11/13/2025               | Adjustment Project 1 Complete - 12/21/2025<br>Adjustment Project 2 ETA - 11/18/2025 - 1/2/2026  | Fix is Complete     |
| Unique ID: 413<br>Confirmed CPSE<br>Incorrect cost share is being paid on Medicaid claims when coordinating with Medicare for MMP members who have both Medicare & Medicaid with Molina.   | MyCare            | 11/18/2025                     | 00-All provider types   | ETA 5/11/2026            | ETA 8/5/2026  | Ongoing remediation |
| Unique ID: 414<br>Confirmed CPSE<br>Provider TINs loaded to incorrect contract rate.   | Medicaid & MyCare | 11/11/2025                     | 76-Durable Medical Equipment Supplier   | 11/18/2025               | ETA 7/28/2026   | Fix is Complete     |
| Unique ID: 416<br>Confirmed CPSE<br>J0604 and J0606 (Sensipar and Parsabiv) were reimbursed in error as they were considered post -TDAPA drugs under the national contract agreement. They were identified that they are not subject to TDAPA. | Medicaid & MyCare | 9/15/2025                      | 59-End-Stage Renal Disease (Dialysis) Clinic  | 9/10/2025                | ETA 5/29/2026   | Fix is Complete     |