



## Molina Healthcare of Ohio Claims Payment Systemic Errors

February 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 Confirmed CPSE 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 Phase 2 - 8/18/2025	Recovery Project 1 Complete - 8/29/2025 Recovery Project 2 Completed - 9/18/2025 Adjustment Project ETA - 9/16/2025 - 10/28/2025 - Cancelled Adjustment Project 2 ETA - 12/9/2025 - 1/23/2026 - Cancelled	Fix is Complete
Unique ID: 354 Confirmed CPSE 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 Phase 2 - 5/8/2025 Phase 3 - 7/23/2025 Phase 4 - 8/7/2025	Adjustment Project 1 Complete - 9/29/2025 Adjustment Project 2 Complete - 1/27/2026 Workaround started - 10/28/2024	Complete
Unique ID: 384 Confirmed CPSE 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 Recovery Project 2 ETA - 1/8/2026 - 2/20/2026	Fix is Complete
Unique ID: 390 Confirmed CPSE 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 Adjustment Project 2 Complete - 8/12/2025 Adjustment Project 3 ETA - 1/7/2026 - 2/19/2026	Fix is Complete
Unique ID: 396 Confirmed CPSE 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 3/30/2026	Recovery Project Complete - 9/27/2025	Ongoing remediation
Unique ID: 398 Confirmed CPSE 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 2/28/2026	Recovery Project 1 Complete - 9/26/2025 Recovery Project 2 Complete - 10/19/2025 Recovery Project 3 Complete 11/27/2025	Ongoing remediation
Unique ID: 402 Confirmed CPSE KO108 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: 404 Confirmed CPSE 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
Unique ID: 406 Confirmed CPSE 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	Adjustment Project 1 Complete - 2/9/2026 Adjustment Project 2 Complete - 2/8/2026	Complete
Unique ID: 408 Confirmed CPSE 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 - Cancelled	Ongoing remediation



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Unique ID: 410 Confirmed CPSE 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	Recovery Project ETA 2/9/2026 - 3/23/2026	Fix is Complete
Unique ID: 412 Confirmed CPSE 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 Adjustment Project 2 Complete - 2/2/2026	Complete
Unique ID: 413 Confirmed CPSE 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	OO-All provider types	ETA 5/11/2026	ETA 8/5/2026	Ongoing remediation
Unique ID: 414 Confirmed CPSE Provider TINs loaded to incorrect contract rate.	Medicaid & MyCare	11/11/2025	76-Durable Medical Equipment Supplier	11/18/2025	Adjustment Project ETA - 1/14/2026 - 2/26/2026	Fix is Complete
Unique ID: 415 Confirmed CPSE The Multiple Procedure Reduction (MPR) edit process was not designed to permit the add-on code when MPR was applied.	Medicaid	1/14/2026	OO-All provider types	ETA 7/6/2026	ETA 9/29/2026	Ongoing remediation
Unique ID: 416 Confirmed CPSE JO604 and JO606 (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
Unique ID: 423 Confirmed CPSE Claims are incorrectly denying stating affiliation between the rendering and group is not active on the PMF.	Medicaid & MyCare	1/21/2026	OO-All provider types	1/22/2026	ETA 10/5/2026	Fix is Complete