



## Molina Healthcare of Ohio Claims Payment Systemic Errors

June 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 Projected Adjustment Project 3 ETA - 7/30/2026	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 6/30/2026	Recovery Project Complete - 9/27/2025 Recovery Project 2 Complete - 4/14/2026	Ongoing remediation
Unique ID: 402 Confirmed CPSE 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	4/15/2026	ETA 6/19/2026	Fix is 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	00-All provider types	ETA 7/30/2026	ETA 8/5/2026	Ongoing remediation
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	00-All provider types	ETA 7/6/2026	ETA 9/29/2026	Ongoing remediation
Unique ID: 424 Confirmed CPSE Due to a new format on the ODM DME rate sheet some services that were considered non-covered now have rates.	Medicaid	2/25/2026	76-Durable Medical Equipment Supplier	4/21/2026	Adjustment Project 1 Complete - 3/23/2026 Adjustment Project 2 Complete - 3/19/2026 Recovery Project Complete - 3/13/2026 Adjustment Project 3 Complete - 6/9/2026	Complete
Unique ID: 428 Confirmed CPSE Claims are denying Medicare bypass codes/services for EOB in error.	MyCare	2/25/2026	00-All provider types	2/17/2026	Adjustment Project ETA - 5/8/2026 - 6/22/2026	Fix is Complete
Unique ID: 433 Confirmed CPSE Enrollment transactions inbound to Molina assigned patient liability values to incorrect members. This misassignment of patient liability values has resulted in an incorrect claims payment amounts.	Medicaid & MyCare	4/9/2026	00-All provider types	ETA 9/29/2026	ETA 12/23/2026	Ongoing remediation
Unique ID: 434 Confirmed CPSE Waiver service agencies are being paid at non-agency rates in error.	Medicaid & MyCare	5/12/2026	16 & 60-Home Health Agency	5/7/2026	Adjustment Project ETA - 5/18/2026 - 6/30/2026	Fix is Complete
Unique ID: 435 Confirmed CPSE Claims are denying CPT 77387 for a professional modifier in error.	Medicaid	4/21/2026	21-Professional Medical Group	5/18/2026	ETA 1/7/2027	Fix is Complete
Unique ID: 436 Confirmed CPSE H0040 being denied incorrectly due to manual processing error.	Medicaid & MyCare	5/11/2026	84-Ohio Department of Mental Health (Community Mental Health) Provider	5/5/2026	Adjustment Project ETA 5/11/2026 - 6/23/2026	Fix is Complete
Unique ID: 438 Confirmed CPSE Waiver Service claims are being denied for authorization in error during the member's Transition of Care period.	Medicaid & MyCare	4/16/2026	55-Waivered Services, Individual, 45-Waivered Services Organization	ETA 10/7/2026	ETA 12/31/2026	Ongoing remediation

Unique ID: 439 Confirmed CPSE COBA claims were included in the logic to require submission through the State's One Front Door (Availity) submission method resulting in rejection.	Medicaid & MyCare	4/16/2026	00-All provider types	4/14/2026	Adjustment Project Complete - 5/15/2026	Complete
Unique ID: 440 Confirmed CPSE CPT 99490 is a non-covered service but was paying in error.	Medicaid	6/3/2026	21-Professional Medical Group	ETA 11/23/2026	ETA 2/22/2027	Ongoing remediation
Unique ID: 441 Confirmed CPSE Personal Care Services were paid in error when billed with place of service 02 (telehealth).	Medicaid	6/1/2026	16 & 60-Home Health Agency, 26-Non-Agency Home Care Attendant	ETA 11/28/2026	ETA 2/17/2027	Ongoing remediation
Unique ID: 442 Confirmed CPSE The response from Sandata did not apply to the Medicaid portion of the dual claim adjudication resulting in M claims paying incorrectly when they should have denied.	Medicaid & MyCare	6/1/2026	16 & 60-Home Health Agency	ETA 11/28/2026	ETA 2/17/2027	Ongoing remediation
Unique ID: 443 Confirmed CPSE Claims with commercial primary insurance were paid using Method 2 and not Method 10 in error.	Medicaid	5/21/2026	01-Hospital (IP & OP), 21-Professional Medical Group, 76-Durable Medical Equipment Supplier, 95-ODADAS Certified/Licensed (SUD) Treatment Program, 84-Ohio Department of Mental Health (Community Mental Health) Provider	6/5/2026	N/A	Complete