



Molina Healthcare of Ohio Claims Payment Systemic Errors

September 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 Confirmed	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 Complete - 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 - 10/30/2026	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 9/30/2026	Recovery Project Complete - 9/27/2025 Recovery Project 2 Complete - 4/14/2026	Ongoing remediation
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 11/30/2026	ETA 1/30/2027	Ongoing remediation
Unique ID: 422 Confirmed CPSE COB data may not map into the claims platform, which may result in an incorrect payment.	MyCare	6/24/2026	01-Hospital (IP & OP), 21-Professional Medical Group, 59-End-Stage Renal Disease (Dialysis) Clinic, 12-Federally Qualified Health Center, 95-ODADAS Certified/Licensed (SUD) Treatment Program, 84-Ohio Department of Mental Health (Community Mental Health) Provider,	ETA 12/11/2026	Adjustment Project Complete - 8/24/2026	Ongoing remediation
Unique ID: 428 Confirmed CPSE Claims are denying Medicare bypass codes/services for EOB in error.	MyCare	2/25/2026	84-Ohio Department of Mental Health (Community Mental Health) Provider, 95-ODADAS Certified/Licensed (SUD) Treatment Program, 16 & 60-Home Health Agency	2/17/2026	Adjustment Project Complete - 7/7/2026 Adjustment Project 2 ETA - 9/1/2026 - 10/14/2026 Recovery Project ETA - 9/2/2026 - 10/14/2026	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	44-Hospice, 86-Nursing Facility, 74-Assisted Living Facilities	4/1/2026	ETA 12/23/2026	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	ETA 10/31/2026	Adjustment Project Complete - 8/27/2026	Ongoing remediation
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	7/17/2026	Adjustment Project 1 Complete - 7/23/2026 Adjustment Project 2 ETA - 6/26/2026 - 8/10/2026	Fix is Complete
Unique ID: 445 Confirmed CPSE T2046 is being denied for medically unlikely edit when billed correctly.	Medicaid	6/17/2026	44-Hospice	7/7/2026	Adjustment Project ETA - 8/3/2026 - 9/15/2026	Fix is Complete



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Unique ID: 446 Confirmed CPSE Edit is denying add-on administration codes when done on a different day than the initial but are part of the same encounter. Per CMS - Drug administration services are to be reported with a line item date of service on the day they are provided.	Medicaid	7/1/2026	01-Hospital (Outpatient)	7/20/2026	Adjustment Project Complete - 9/9/2026	Complete
Unique ID: 447 Confirmed CPSE CPT 81025 is being denied when billed with or without modifier QW.	Medicaid	7/13/2026	01-Hospital (Outpatient), 84-Ohio Department of Mental Health (Community Mental Health) Provider, 21-Professional Medical Group, 12-Federally Qualified Health Center, 05-Rural Health Clinic,	8/11/2026	Adjustment Project ETA - 8/31/2026 - 10/13/2026	Fix is Complete
Unique ID: 448 Confirmed CPSE Parenteral Nutrition claims are denying for NDC when a valid NDC is billed.	Medicaid	7/21/2026	76-Durable Medical Equipment Supplier, 70-Pharmacy, 16 & 60-Home Health Agency	ETA 1/14/2027	ETA 4/8/2027	Ongoing remediation
Unique ID: 449 Confirmed CPSE Newborn I/P claims were manually denied in error for Incorrect DX.	Medicaid	7/23/2026	01-Hospital (Inpatient)	8/10/2026	Adjustment Project ETA 8/11/2026 - 9/23/2026	Fix is Complete
Unique ID: 450 Confirmed CPSE Examiners are manually denying in error waiver service claims when pending to them for review of the authorization.	MyCare	7/24/2026	55-Waivered Services, Individual, 45-Waivered Services Organization	8/6/2026	ETA 4/13/2027	Fix is Complete
Unique ID: 451 Confirmed CPSE EAPG covered code list updates were not completed in the required 20 day turnaround time.	Medicaid	8/11/2026	01-Hospital (Outpatient), 46-Ambulatory Surgery Center	8/6/2026	9/1/2026	Complete
Unique ID: 452 Confirmed CPSE 94010, 94070 HCPCS codes paid incorrectly when reported with modifier 26.	Medicaid	7/30/2026	01-Hospital (Outpatient), 21-Professional Medical Group	7/23/2026	Recovery Project ETA - 8/17/2026 - 9/29/2026	Fix is Complete
Unique ID: 453 Confirmed CPSE Claims were incorrectly identified as missing information and were denied for Invalid diagnosis code in error.	Medicaid	8/24/2026	01-Hospital (IP & OP), 21-Professional Medical Group, 59-End-Stage Renal Disease (Dialysis) Clinic, 02-Psychiatric Hospital, 86-Nursing Facility	ETA 2/16/2027	Adjustment Project ETA - 8/26/2026 - 10/8/2026	Ongoing remediation
Unique ID: 455 Confirmed CPSE CPT H0038 is being denied with billed with modifier GT.	Medicaid	9/1/2026	84-Ohio Department of Mental Health (Community Mental Health) Provider, 72-Nurse Practitioner, Individual, 54-Licensed Independent Chemical Dependency Counselor, 37-Licensed Independent Social Worker (LISW), 24-Physician Assistant	ETA 2/24/2027	ETA 5/10/2027	Ongoing remediation
Unique ID: 457 Confirmed CPSE Claims were being processed as primary incorrectly when coordination of benefits information was received.	Medicaid	9/3/2026	86-Nursing Facility, 21-Professional Medical Group, 12-Federally Qualified Health Center, 95-ODADAS Certified/Licensed (SUD) Treatment Program, 84-Ohio Department of Mental Health (Community Mental Health) Provider, 70-Pharmacy, 16 & 60-Home Health Agency	ETA 2/26/2027	ETA 5/21/2027	Ongoing remediation



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Unique ID: 459 Confirmed CPSE SKYGEN's system did not have the Medicaid benefit configured correctly resulting in claims not processing correctly.	MyCare	9/14/2026	30-Dentist, Individual	ETA 2/8/2027	ETA 5/3/2027	Ongoing remediation