



## Molina Healthcare of Ohio Claims Payment Systemic Errors

November 2021

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.

Description of CPSE	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	Number of Claims Impacted	Status
Confirmed CPSE: Claims are paying \$0.00 in error due to a cob mapping issue.	12/21/2020	82-Ambulance 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 44-Hospice 01-Hospital (Outpatient) 80-Independent Laboratory 16 & 60-Home Health Agency 95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 21-Professional Medical Group 05-Rural Health Clinic 45-Waivered Services Organization	ETA 12/31/2021	Workaround started 03/04/2021 Adjustments completed 03/25/2021 -04/23/2021	1781 claims	Ongoing remediation
Confirmed CPSE: Corrected claims that are being adjusted are denying in error, due to the solution not recognizing the claim as the corrected claim.	3/15/2021	50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 80-Independent Laboratory 16 & 60-Home Health Agency 95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 70-Pharmacy 21-Professional Medical Group	8/5/2021	Batch 1 Adjustments completed 09/08/2021 - 10/06/2021 Batch 2 Adjustments completed 10/04/2021 - 10/23/2021 Batch 3 Adjustments completed 10/07/2021 - 10/28/2021	Batch 1 - 206 claims Batch 2 - 128 Claims Batch 3 - 61 claims	Completed
Confirmed CPSE: Claims were denied in error under an incorrect "Potential Member" record.	4/13/2021	50-Clinic 01-Hospital (IP & OP) 80-Independent Laboratory 21-Professional Medical Group	9/21/2021	Adjustments compelted 10/28/2021 - 11/04/2021	49 claims	Completed
Confirmed CPSE: Diagnosis codes are being reorganized on hospital EDI claims causing lower DRG payments, due to the procedure code date not mapping correctly. <b>After final review, this is not a CPSE.</b>	6/7/2021	01-Hospital (Inpatient)	ETA 11/22/2021	After final review, this is not a CPSE.	N/A	Completed
Confirmed CPSE: Claims denied for no authorization in error, due to an authorization mapping issue.	7/8/2021	76-Durable Medical Equipment Supplier 79-Independent Diagnostic Testing Facility 80-Independent Laboratory 16 & 60-Home Health Agency 21-Professional Medical Group	7/14/2021	Adjustments completed 09/10/2021 -10/08/2021	133 claims	Completed



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Confirmed CPSE: Subsequent hospital care visits and hospital discharge day management service are denying in error with edit 9523 as being part of a global period of delivery codes.	7/14/2021	12-Federally Qualified Health Center 21-Professional Medical Group	8/18/2021	Adjustments completed 09/09/2021 -10/22/2021 Adjustments outside 30 days, due to fall-outs.	228 claims	Completed
Confirmed CPSE: HCPCS code G0155 is both a hospice service intensity add-on (SIA) and a LTSS Waiver service. It is configured for DUALS Medicaid in two separate benefits (hospice and for Waiver) and only in a hospice benefit for regular Medicaid. G0155 was not termed from the LTSS excluded services for Medicaid line of business causing claims to incorrectly pay \$0 and/or deny in error.	8/20/2021	44-Hospice 16 & 60-Home Health Agency	8/30/2021	Adjustments completed 09/23/2021 -10/14/2021	71 claims	Completed
Confirmed CPSE: 99221, 99222, 99223, 99231, 99232, 99233,99238, 99239 are being denied in error with edit 9039 as bundled into procedure codes 59400-59622.	9/2/2021	50-Clinic 12-Federally Qualified Health Center 21-Professional Medical Group	9/29/2021	ETA for adjustments 10/18/2021 - 11/12/2021	106 claims	Fix is complete
Confirmed CPSE: Some sterilization and hysterectomy procedure codes are denying in error requiring an authorization.	9/27/2021	46-Ambulatory Surgery Center 21-Professional Medical Group	11/2/2021	ETA 01/01/2022	TBD	Fix is complete
Confirmed CPSE: The claims are denying for no authorization in error when there is an approved authorization on file for the organization.	9/28/2021	76-Durable Medical Equipment Supplier 16 & 60-Home Health Agency 95-ODADAS Certified/Licensed (SUD) Treatment Program 21-Professional Medical Group	10/5/2021	ETA 12/31/2021	TBD	Fix is complete
Potential CPSE: Inpatient claims for V39 grouper updates were on a PPS hold as of 10/1/2021, when the PPS hold was released on 10/21/2021, some claims priced incorrectly.	10/21/2021	01-Hospital (Inpatient)	10/22/2021	ETA 12/22/2021	TBD	Fix is complete
Potential CPSE: Claims are denying incorrectly based on new ICD-10 DX codes that became effective 10/1/2021. The previous ICD-10 code M54.5 was discontinued as of 9/30/2021 and replaced with M54.50, M54.51 and M54.59 effective 10/1/2021. These new DX codes description is associated to "low back pain" and this is an acceptable diagnosis to receive acupuncture services.	11/2/2021	21-Professional Medical Group	TBD	TBD	TBD	Fix in progress