



Molina Healthcare of Ohio Claims Payment Systemic Errors

September 2025

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	Fix is Complete
Unique ID: 353 Confirmed CPSE Claims that have Coordination of Benefits are being paid as Primary in error.	Medicaid	8/16/2024	00-All provider types	9/10/2024	Recovery Project Complete - 8/17/2025	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 ETA - 8/20/2025 - 10/2/2025 Workaround started - 10/28/2024	Fix is complete
Unique ID: 355 Confirmed CPSE Claims billing G0378 are being both underpaid on multiple lines and overpaid on adjustment due to Pricer Error.	Medicaid	9/5/2024	01-Hospital (Outpatient)	9/17/2024	Recovery Project 1 Complete - 9/27/2024 Adjustment Project 1 Complete - 10/8/2024 Adjustment Project 2 Complete - 4/17/2025 Adjustment Project 3 Complete - 4/10/2025 Adjustment Project 4 Complete - 4/21/2025 Adjustment Project 5 Complete - 4/14/2025 Adjustment Project 6 Complete - 8/18/2025 Adjustment Project 7 Complete - 9/10/2025	Complete
Unique ID: 360 Confirmed CPSE Claims that have Coordination of Benefits are being denied for EOB in error for non-primary covered services.	Medicaid & MyCare	10/24/2024	55-Waivered Services, Individual, 45-Waivered Services Organization, 44-Hospice, 86-Nursing Facility, 95-ODADAS Certified/Licensed (SUD) Treatment Program, 84-Ohio Department of Mental Health (Community Mental Health) Provider	Phase 1 - 7/8/2025 Phase 2 - 9/9/2025	Adjustment Project 1 Complete - 7/23/2025	Fix is complete
Unique ID: 367 Confirmed CPSE Inpatient delivery claims are being paid in error when the authorization is denied.	Medicaid	12/16/2024	01-Hospital (Inpatient)	9/10/2025	Recovery Project Complete - 6/6/2025	Fix is complete
Unique ID: 369 Confirmed CPSE Prior Authorizations for Single Case Agreements were built to pay percentage of billed charges instead of percentage of ODM fee schedule.	Medicaid	12/20/2024	00-All provider types	7/9/2025	Recovery Project Complete - 6/15/2025 Adjustment Project Complete - 9/3/2025	Complete
Unique ID: 378 Confirmed CPSE Medicaid secondary claims are not being generated when Marketplace is primary.	Medicaid	4/9/2025	00-All provider types	ETA 9/29/2025	ETA 12/23/2025	Ongoing remediation
Unique ID: 381 Confirmed CPSE CPT 99496 has been paid despite being a non-covered code on ODM's Medicaid Fee Schedule.	Medicaid	4/15/2025	12-Federally Qualified Health Center, 21-Professional Medical Group	8/1/2025	Recovery Project Complete - 8/19/2025	Complete
Unique ID: 382 Confirmed CPSE Per Diem paid hospitals are being paid incorrectly as non-authorized days are being paid in error.	Medicaid	6/11/2025	02-Psychiatric Hospital	ETA 12/1/2025	ETA 2/26/2026	Ongoing remediation
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	ETA 11/7/2025	Recovery Project ETA - 9/9/2025 - 10/21/2025	Ongoing remediation
Unique ID: 385 Confirmed CPSE Per Diem paid hospitals are being paid incorrectly as non-covered (Value Code 81) days are being paid in error.	Medicaid	8/19/2025	02-Psychiatric Hospital	6/10/2025	Adjustment Project ETA - 8/19/2025 - 10/1/2025	Fix is Complete
Unique ID: 386 Confirmed CPSE Home Health Service claims are being paid with no authorization.	Medicaid	8/20/2025	16 & 60-Home Health Agency	6/17/2025	ETA 5/6/2026	Fix is Complete



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Unique ID: 387 Confirmed CPSE Optum has identified an error in the ESRD payment system as the patient age is not being properly calculated for certain Medicare claims.	Medicaid & MyCare	6/24/2025	59-End-Stage Renal Disease (Dialysis) Clinic	7/29/2025	Adjustment Complete - 8/17/2025 Recovery Complete - 8/19/2025	Complete
Unique ID: 388 Confirmed CPSE Nuclear Medicine claims billed as hospital outpatient claims were being paid at an incorrect rate.	Medicaid & MyCare	6/24/2025	01-Hospital (Outpatient)	6/1/2025	ETA 3/11/2026	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	ETA 12/10/2025	Adjustment Project 1 Complete - 7/23/2025 Adjustment Project 2 Complete - 8/12/2025	Ongoing remediation
Unique ID: 391 Confirmed CPSE Nursing Home claims billed with REV code 119/129 are being denying for prior authorization in error.	Medicaid & MyCare	7/8/2025	86-Nursing Facility	Phase 1 - 8/13/2025 Phase 2 - 9/5/2025	Adjustment Project Complete - 9/10/2025	Complete
Unique ID: 393 Confirmed CPSE MMP Medicare DME claims are denying for prior authorization when billed at POS 32 and not being processing by Medicaid.	Medicaid & MyCare	7/2/2025	76-Durable Medical Equipment Supplier	7/29/2025	Adjustment Project Complete - 9/4/2025	Complete
Unique ID: 394 Confirmed CPSE Behavioral health claims paid in error that should have redirected to Aetna OhioRISE.	Medicaid	7/16/2025	12-Federally Qualified Health Center 51-Mental Health Clinic 84-Ohio Department of Mental Health (Community Mental Health) Provider 42-Psychologist, Individual	ETA 1/6/2026	Recovery Complete - 8/19/2025	Ongoing remediation
Unique ID: 395 Confirmed CPSE Home Health Claims that do not have EVV data match are paying in error.	Medicaid	7/18/2025	16 & 60-Home Health Agency	ETA 1/8/2026	Recovery Project Complete - 8/6/2025	Ongoing remediation
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 1/8/2026	ETA 4/3/2026	Ongoing remediation
Unique ID: 397 Confirmed CPSE Claims billing modifier 50 are paying 150% twice in error.	Medicaid	7/24/2025	00-All provider types	ETA 1/14/2026	Recovery Project 1 ETA - 8/1/2025 - 9/15/2025	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 1/19/2026	ETA 4/13/2026	Ongoing remediation
Unique ID: 399 Confirmed CPSE 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	ETA 2/9/2026	ETA 5/4/2026	Ongoing remediation