



**Molina Healthcare of Ohio
Claims Payment Systemic Errors**

November 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 Recovery Project 2 Completed - 9/18/2025 Adjustment Project ETA - 9/16/2025 - 10/28/2025 - 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 Workaround started - 10/28/2024	Fix is 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 Complete - 7/23/2025 Adjustment Project 2 Complete - 10/14/2025	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 Recovery Project 2 Complete - 10/19/2025	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	10/20/2025	Recovery Project Complete - 9/22/2025 Adjustment Project Complete - 10/28/2025	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 Complete - 9/13/2025	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	Recovery Project ETA 11/7/2025 - 12/22/2025	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	Fix is Complete
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 Adjustment Project 2 Complete - 10/26/2025	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	11/5/2025	Recovery Complete - 8/19/2025	Fix is Complete
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 Recovery Project 2 Complete - 9/19/2025	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	Recovery Project Complete - 9/27/2025	Ongoing remediation
Unique ID: 397 Confirmed CPSE Claims billing modifier 50 are paying 150% twice in error.	Medicaid	7/24/2025	20-Physician/Osteopath, Individual, 21-Professional Medical Group	8/1/2025	Recovery Project 1 Complete -9/27/2025 Recovery Project 2 Complete - 9/27/2025 Recovery Project 3 Completed - 10/20/2025	Fix is Complete
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	Recovery Project 1 ETA - 9/23/2025 - 11/4/2025 Recovery Project 2 ETA - 10/3/2025 - 11/14/2025	Ongoing remediation



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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: 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	10/2/2025	Recovery Project 1 Complete - 9/27/2025 Recovery Project 2 Complete - 10/28/2025	Fix is Complete
Unique ID: 400 Confirmed CPSE DME codes E0603 and A9277 have been configured incorrectly and paying when the service limit has been exceeded.	Medicaid & MyCare	9/11/2025	76-Durable Medical Equipment Supplier	10/7/2025	Recovery Project ETA 11/10/2025 - 12/23/2025	Fix is Complete
Unique ID: 401 Confirmed CPSE Some Durable Medical Equipment (DME) providers were linked to incorrect contracts, resulting in overpayments due to misaligned rates.	Medicaid & MyCare	9/18/2025	76-Durable Medical Equipment Supplier	9/18/2025	Recovery Project 1 Complete - 10/29/2025 Recovery Project 2 Complete - 10/20/2025	Fix is Complete
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	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	ETA 3/10/2026	ETA 6/3/2026	Ongoing remediation
Unique ID: 405 Confirmed CPSE Therapy Services were denying services for exceeding the visit limit in error. The visit limits were expanded from 12 per year to 12 per year for each discipline.	MyCare	9/23/2025	41-Occupational Therapist, Individual, 39-Physical Therapist, Individual, 40-Speech Language Pathologist, Individual	7/29/2025	Adjustment Project ETA 10/27/2025 - 12/9/2025	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	ETA 4/6/2026	ETA 7/1/2026	Ongoing remediation
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	ETA 7/13/2026	Ongoing remediation
Unique ID: 409 Confirmed CPSE Claims configuration for EVV needed adjustment to allow for payment as some claims paid at zero incorrectly when the payment system hit an error causing the claims not to be processed.	Medicaid & MyCare	10/29/2025	16 & 60-Home Health Agency, 26-Non-Agency Home Care Attendant, 25-Non-Agency Personal Care Aide	10/29/2025	ETA 7/16/2026	Fix is Complete
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	ETA 4/28/2026	ETA 7/23/2026	Ongoing remediation