Passport Health Plan by Molina Healthcare

Claims Payment Systemic Errors (CPSEs)

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 (800) 578-0775.

LOB	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
Medicaid	Claims billed with a rendering physician provider that has a primary taxonomy of 208100000X were denied in error.	01-11-2023	Provider Type 64(Physicians)	15-07-2024	01/03/2023 - 04/10/2024	1446	Completed: Claims adjustment project completed on 6/13/24 Configuration Update Completed on 4/15/24
Medicaid	Point of origin for admission denials occurred on facility claims with a process date of 04/29/2024 – 05/03/2024	07-05-2023	Hospital, Dialysis and Hospice providers	13-08-2024	Claims initially processed between 4/29/24 and 5/3/24	3254	Completed: Claims reprocessing project completed on 7/18/24 Configuration Update Completed on 5/9/24
Medicaid	H0038 Claims are pending for review by UMT prior to reaching 80 per month limit	01-05-2024	Behavioral Health Providers	28-06-2024	Claims processed between 4/1/24 and 5/17/24	5333	Claims Adjustment Project completed on 7/25/24 Configuration update completed on 5/16/24