



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

**December 2020**

The current Claim Payment Systemic Errors (CPSEs) are listed below. Resolved issues will be removed from this log after one month, and may be found in archived reports.  
Please review the log for updates prior to contacting Provider Services at (855) 322-4079.

Description of Identified CPSE	Date CPSE Identified	Provider Type(s) Impacted by CPSE (select all that apply)	Projected Timeline for Fixing CPSE	Date of Corrected Payment/Adjustment to Providers	Status Update	Resolution of Issue
Some claims are paying in error when the rendering provider is a LPN and there is no ordering provider present when a certain scenario occurs.	5/20/2020	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	11/19/2020	Workaround started 05/21/2020. ETA 12/30/2020	Ongoing remediation	Fix is complete.
COVID 19 testing codes did not pay one hundred percent (100%) of the rate established in ODM Clinical Diagnostic and Pathology Fee Schedule when the provider had a contracted rate with Molina less than one hundred percent (100%).	8/12/2020	80-Independent Laboratory 21-Professional Medical Group	9/23/2020	Batch 1 Adjustments completed 10/12/2020 - 11/02/2020 Batch 2 Project assigned 11/20/2020 ETA for adjustments 11/20/2020 - 12/21/2020 Adjustments outside of 30 days, due to processing adjustments manually.	Ongoing remediation	Fix is complete.
There are several oral NDC numbers that were not configured which caused claims to incorrectly deny. <b>Impact: Inpatient &amp; Outpatient Hospital</b>	8/17/2020	01-Hospital (specify Inpatient or Outpatient) 21-Professional Medical Group	Partial fix 09/01/2020 Overall fix 11/18/2020	ETA 02/13/2021	Ongoing remediation	Fix is complete.
Claims are incorrectly denying for BH services for CPT codes 90832, 90833, 90834, 90836, 90837 and 90838 for invalid place of service.	8/24/2020	12-Federally Qualified Health Center 50-Clinic 21-Professional Medical Group 05-Rural Health Clinic	Partial fix 09/9/2020 Overall fix 09/20/2020	Batch 1- Adjustments completed 10/01/2020 - 10/28/2020 Batch 2 Adjustments completed 10/21/2020 - 10/26/2020 Batch 3 - Adjustments completed 10/22/2020 - 11/06/2020 Batch 4 - Adjustments completed 11/12/2020 - 12/10/2020	Completed	Fix is complete.
Claims are denying in error for timely filing. <b>Impact: Inpatient Hospital</b>	9/18/2020	76-Durable Medical Equipment Supplier 59-End-Stage Renal Disease (Dialysis) Clinic 44-Hospice 01-Hospital (specify Inpatient or Outpatient) 16 & 60-Home Health Agency 86-Nursing Facility 47-Professional Clinical Counselor 02-Psychiatric Hospital	10/12/2020	Batch 1 Adjustments completed 11/05/2020 - 11/19/2020 Batch 2 Adjustments completed 11/13/2020- 12/14/2020 Adjustments outside of 30 days, due to fallout claims.	Completed	Fix is complete.

Claims for only one MyCare Opt In member was only processing on the MMP Medicare line of business due to a loading eligibility issue which caused incorrect payments/denials. <b>Impact: Inpatient &amp; Outpatient Hospital</b>	9/24/2020	82-Ambulance 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 01-Hospital (specify Inpatient or Outpatient) 21-Professional Medical Group	9/24/2020	Batch 1 Project assigned 11/23/2020 ETA for adjustments 11/23/2020 - 12/18/2020 Batch 2 Adjustments completed 11/25/2020 -12/11/2020	Ongoing remediation	Fix is complete.
The 10.1.20 Provider-Administered Pharmaceutical fee schedule was received by ODM on 9/17/20. Optum advised these updates will be completed beyond ODM's 25 calendar day requirement. <b>Impact: Outpatient Hospital</b>	10/7/2020	01-Hospital (specify Inpatient or Outpatient)	11/5/2020	ETA 04/05/2021	Ongoing remediation	Fix is complete.
E&M claims have denied in error with a remit message "Payer deems the information submitted does not support this level of service." for providers that should have been excluded from this edit.	10/16/2020	21-Professional Medical Group	10/27/2020	ETA for adjustments 04/14/2021	Ongoing remediation	Fix is complete.
New Potential CPSE: OPHBH diagnosis code changes effective October 1, 2020. There is a total of 63 newly added diagnosis codes to the list of OPHBH diagnosis codes. The updated list of OPHBH diagnosis codes was received on 09/30/2020. <b>Impact: Outpatient Hospital</b> <b>After final analysis, there is no claim impact, therefore this is not a CPSE.</b>	10/25/2020	01-Hospital (specify Inpatient or Outpatient)	11/17/2020	After final analysis, there is no claim impact therefore this is not a CPSE.	Completed	Fix is complete.
A few behavioral health codes were configured incorrectly to require prior authorization effective 10/01/2020. Claims are denying for a prior authorization in error.	10/27/2020	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	ETA 02/24/2021	ETA 04/25/2021	Ongoing remediation	Fix in progress.
Behavioral Health claims for an LPN have denied incorrectly for no ordering provider, due to examiner error.	11/11/2020	95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider	ETA 03/11/2021	ETA 05/10/2021	Ongoing remediation	Fix in progress.
Claims did not take patient liability and/or did not cap the total payment at the billed charges, when applicable, due to a custom solution timing issue causing overpayments. <b>Impact: Outpatient Hospital</b>	11/23/2020	44-Hospice 01-Hospital (specify Inpatient or Outpatient) 86-Nursing Facility 02-Psychiatric Hospital	11/24/2020	Cost Recovery letters completed 12/11/2020 Final ETA 05/22/2021	New	Fix is complete.
New Potential CPSE: Acupuncture Medicare claims incorrectly denied.	11/24/2020	23-Acupuncturist	ETA 12/23/2020	ETA for adjustments 02/28/2021	New	Fix in progress.
Behavioral Health Opioid Treatment Program (OTP) claims are denying "The provider type/provider specialty may not bill this service" in error.	12/1/2020	95-ODADAS Certified/Licensed (SUD) Treatment Program	12/8/2020	ETA 05/30/2021	New	Fix is complete.
Hospice room and board claims billed on a UB claim form did not take patient liability when applicable, causing overpayments.	12/7/2020	44-Hospice	ETA 4/6/2021	ETA for cost recovery 06/05/2021	New	Fix in progress.