



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

January 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	ETA 1/26/2025	ETA 4/19/2025	Ongoing remediation
Unique ID: 342 Confirmed CPSE Neuropsychological and Psychological Testing CPT codes: 96112, 96113, 96116, 96121, 96130, 96131, 96132, 96133, 96136, 96137 were incorrectly configured for requiring prior authorization on or after claim date of service 1/1/2024.	Medicaid	6/19/2024	12-Federally Qualified Health Center, 01-Hospital (Outpatient), 21-Professional Medical Group, 02-Psychiatric Hospital	11/12/2024	Adjustment Complete - 12/17/2024	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	ETA 5/1/2025	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	76-Durable Medical Equipment Supplier	ETA 2/12/2025	ETA 5/7/2025 Workaround started - 10/28/2024	Ongoing remediation
Unique ID: 356 Confirmed CPSE Chiropractic benefits denying for frequency. Benefit was configured for rolling year and not calendar year.	Medicaid	9/12/2024	27-Chiropractor, Individual	10/14/2024	Adjustment Complete 12/18/2024	Complete
Unique ID: 357 Confirmed CPSE E/M codes being denied when billed with chiropractor and acupuncture services on the same day.	Medicaid	9/19/2024	27-Chiropractor, Individual	10/27/2024	Adjustment Complete - 12/18/2024	Complete
Unique ID: 358 Confirmed CPSE DME HCPC's previously listed with "per month" benefits were not updated to match the ODM Fee Schedule.	Medicaid	11/11/2024	76-Durable Medical Equipment Supplier	ETA 3/25/2025	ETA 6/19/2025	Ongoing remediation
Unique ID: 359 Confirmed CPSE DME codes billed as monthly rentals are overpaying. DME codes were purchase only and were paying the monthly rental.	Medicaid	10/9/2024	76-Durable Medical Equipment Supplier	11/12/2024	Recovery Project 1 Complete - 11/26/2024 Recovery Project 2 Complete - 12/20/2024	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	ETA 3/24/2025	ETA 6/17/2025	Ongoing remediation
Unique ID: 361 Confirmed CPSE I/P claims are being paid with no approved authorization on file.	Medicaid	10/22/2024	01-Hospital (Inpatient)	ETA 3/21/2025	Recovery Project 1 Complete - 12/8/2024 Recovery Project 2 ETA 1/10/2025 - 2/24/2025	Ongoing remediation
Unique ID: 363 Confirmed CPSE BH claims billing H2019 were being denied in error when rendering providers were different.	Medicaid	11/15/2024	95-ODADAS Certified/Licensed (SUD) Treatment Program, 84-Ohio Department of Mental Health (Community Mental Health) Provider, 01-Hospital (Outpatient)	12/23/2024	ETA 8/4/2025	Fix is complete
Unique ID: 364 Confirmed CPSE Hospice claims are being manually priced incorrectly.	Medicaid & MyCare	12/3/2024	44-Hospice	ETA 5/26/2025	ETA 8/19/2025	Ongoing remediation
Unique ID: 365 Confirmed CPSE Bid service claims not being processed correctly.	Medicaid & MyCare	12/6/2024	45-Waivered Services Organization	ETA 5/29/2025	ETA 8/21/2025	Ongoing remediation
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)	ETA 6/11/2025	ETA 9/4/2025	Ongoing remediation
Unique ID: 368 Confirmed CPSE Claims were affected by Ohio's One Front Door issued denials for timely filing in error.	Medicaid	12/23/2024	12-Federally Qualified Health Center, 51-Mental Health Clinic, 84-Ohio Department of Mental Health (Community Mental Health) Provider	ETA 6/16/2025	Adjustment ETA 1/10/2025 - 2/24/2025	Ongoing remediation



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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	ETA 6/15/2025	ETA 9/9/2025	Ongoing remediation