



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

February 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 2/26/2025 | ETA 5/19/2025 | Ongoing remediation |
| 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 | 00-All provider types | ETA 3/14/2025 | ETA 5/7/2025 Workaround started - 10/28/2024 | Ongoing remediation |
| 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 | ETA 5/20/2025 Recovery Project 1 Completed - 9/27/2024 Adjustment Project 1 Completed - 10/8/2024 | Fix is 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: 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 denied authorization on file. | Medicaid | 10/22/2024 | 01-Hospital (Inpatient) | ETA 3/21/2025 | ETA 6/16/2025 Recovery Project 1 ETA 11/25/2024 - 1/9/2025 Recovery Project 1 Complete - 12/8/2024 Recovery Project 2 ETA 1/10/2025 - 2/24/2025 Recovery Project 2 Complete - 1/12/2025 | 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) | 1/30/2025 | Adjustment ETA 1/30/2025 - 3/13/2025 | 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 | 1/15/2025 | Adjustment Complete - 1/30/2025 | 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 | ETA 6/15/2025 | ETA 9/9/2025 | Ongoing remediation |



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| Unique ID: 370 Confirmed CPSE CPT codes B4154 and B4155 billed as a date span are being denied in error. | Medicaid | 1/21/2025 | 76-Durable Medical Equipment Supplier, 16 & 60-Home Health Agency | ETA 7/11/2025 | ETA 10/3/2025 | Ongoing remediation |
| Unique ID: 371 Confirmed CPSE CPT codes G2067 - G2080 are being denied in error when billed with POS 58. | MyCare | 1/23/2025 | 84-Ohio Department of Mental Health (Community Mental Health) Provider | ETA 7/15/2025 | ETA 10/8/2025 | Ongoing remediation |
| Unique ID: 373 Confirmed CPSE FOHC/RHC claims payments being bundled in error with edit 9250. | Medicaid & MyCare | 1/16/2025 | 12-Federally Qualified Health Center, 05-Rural Health Clinic | ETA 7/8/2025 | ETA 10/1/2025 | Ongoing remediation |
| Unique ID: 374 Confirmed CPSE CPT 77067 is being denied by edit when separate providers bill modifier TC and 26 on the same date of service. | Medicaid | 1/31/2025 | 21-Professional Medical Group, 79-Independent Diagnostic Testing Facility | ETA 7/23/2025 | ETA 10/16/2025 | Ongoing remediation |
| Unique ID: 375 Confirmed CPSE Vaccines billed for member's 19 years old have been paying zero as a part of the VFC program in error. | Medicaid | 2/7/2025 | 00-All provider types | ETA 7/30/2025 | ETA 10/23/2025 | Ongoing remediation |