



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

March 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 3/26/2025	ETA 6/19/2025	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 3/20/2025	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 Billing 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	2/26/2025	ETA 6/19/2025	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	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)	2/6/2025	Recovery Project 1 Complete - 12/8/2024 Recovery Project 2 Complete - 1/12/2025 Recovery Project 3 Complete - 2/26/2025	Complete
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 Completed - 2/20/2025	Complete
Unique ID: 364 Confirmed CPSE Hospice claims are being manually priced and denying incorrectly.	Medicaid & MyCare	12/3/2024	44-Hospice	3/6/2025	Adjustment ETA 2/18/2025 - 4/1/2025 Adjustment ETA 2/28/2025 - 4/11/2025	Fix is complete
Unique ID: 365 Confirmed CPSE Bid service claims not being processed correctly.	Medicaid & MyCare	12/6/2024	45-Waivered Services Organization	1/16/2025	ETA 8/21/2025	Fix is 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)	ETA 6/11/2025	ETA 9/4/2025	Ongoing remediation
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	12/20/24	00-All provider types	ETA 6/15/2025	ETA 9/9/2025	Ongoing remediation
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	2/17/2025	Adjustment ETA - 2/28/2025 - 4/11/2025	Fix is complete
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: 372 Confirmed CPSE J codes line items denying in error with edit 6159.	Medicaid	2/27/2025	00-All provider types	1/20/2025	Adjustment ETA - 3/11/2025 - 4/22/2025	Fix is complete
Unique ID: 373 Confirmed CPSE FQHC/RHC claims payments being bundled in error with edit 9250.	Medicaid & MyCare	1/16/2025	12-Federally Qualified Health Center, 05-Rural Health Clinic	3/3/2025	ETA 10/1/2025	Fix is complete
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	3/3/2025	ETA 10/16/2025	Fix is complete
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	2/18/2025	ETA 10/23/2025	Fix is complete