Molina Healthcare of Ohio
Claims Payment Systemic Errors

May 2021

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.

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
Confirmed CPSE: 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	1/8/2021	Adjustments completed 03/02/2021 - 03/31/2021	1376 claims	Completed
Confirmed CPSE: Claims are paying $0.00 in error due to a cob mapping issue.	12/21/2020	82-Ambulance 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 44-Hospice 01-Hospital (Outpatient) 80-Indepedendent Laboratory 16 & 60-Home Health Agency 95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 21-Professional Medical Group 05-Rural Health Clinic 45-Waivered Services Organization	ETA 06/07/2021	Workaround started 03/04/2021 Adjustments completed 03/25/2021 - 04/23/2021	1781 claims	Ongoing remediation
Confirmed CPSE: Claims for code E1390 are incorrectly paying causing overpayments.	1/19/2021	76-Durable Medical Equipment Supplier	2/1/2021	Recovery letters completed 04/01/2021	7218 claims	Completed
Confirmed CPSE: Hospital claims that were being held, while rate updates were in process, were released in error which caused overpayments and/or underpayments.	2/8/2021	01-Hospital (IP & OP)	3/10/2021	Batch 1- Adjustments completed 04/07/2021 - 04/14/2021 Batch 2 - ETA for adjustments 04/08/2021 - 05/15/2021 Adjustments outside of 30 days, due to fall-out of claims. Batch 3 - Adjustments completed 04/07/2021 - 04/20/2021 Batch 4 - Recovery letters completed 04/06/2021 Batch 5- Recovery letters completed 05/4/2021	Batch 1 - 179 claims Batch 2 - 192 claims Batch 3 -20 claims Batch 4 - 72 claims Batch 5 - 2364 claims	Fix is complete

MHO-3657
0521

Confirmed CPSE: Molina has recovered dollars on claims that were identified as being billed with 72 hours of an inpatient stays. The error that was made was that the date that was used to calculate the 72 hours was the From Date in the inpatient claim vs the Admit Date of the inpatient claim.	2/18/2021	01-Hospital (Inpatient)	2/18/2021	Adjustments completed 03/08/2021 - 03/31/2021	1056 claims	Completed
New Potential CPSE: Some ESRD Facilities are contracted with Molina to pay ESRD services and TDAPA HCPCS Codes J0604, J0606 according to custom rates and flat fees instead of being reimbursed in accordance with "Medicare Program Allowable Rates." Configuration was present to apply the Federal 2% Sequestration reduction for the TDAPA codes incorrectly, which caused underpayments. **After final analysis, this is not a CPSE.**	2/18/2021	59-End-Stage Renal Disease (Dialysis) Clinic	3/2/2021	After final analysis, this is not a CPSE.	N/A	Completed
New Potential CPSE: Claims are denying surgical code 64493 in error requiring an anatomical modifier. **After final analysis, this is not a CPSE.**	3/5/2021	46-Ambulatory Surgery Center	3/31/2021	After final analysis, this is not a CPSE.	N/A	Completed
Confirmed CPSE: A claim file submitted to Molina, via Electronic Data Interchange (EDI), was submitted to Molina once and the file was produced twice, which resulted in claims denying in error.	3/9/2021	82-Ambulance 46-Ambulatory Surgery Center 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 44-Hospice 80-Indepedendent Laboratory 16 & 60-Home Health Agency 84-Ohio Department of Mental Health (Community Mental Health) Provider 81-Portable X-Ray Supplier 21-Professional Medical Group 02-Psychiatric Hospital 45-Waivered Services Organization 05-Rural Health Clinic	3/9/2021	ETA 11/16/2021	TBD	Fix is complete
Confirmed CPSE: Corrected claims that are being adjusted are denying in error, due to the solution not recognizing the claim as the corrected claim.	3/15/2021	82-Ambulance 50-Clinic 76-Durable Medical Equipment Supplier 12-Federally Qualified Health Center 44-Hospice 80-Indepedendent Laboratory 16 & 60-Home Health Agency 95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 70-Pharmacy 21-Professional Medical Group 83-Wheelchair Van	ETA 08/30/2021	ETA 11/22/2021	TBD	Ongoing remediation

MHO-3657
0521

Confirmed CPSE: As of 01/01/21 all non-dental eligible providers should only be billing 99188 CPT code for fluoride varnish and not codes D1206 or D1208. Codes for D1206 and D1208 for non-dental eligible providers have paid in error, causing overpayments.	4/6/2021	50-Clinic 12-Federally Qualified Health Center 21-Professional Medical Group 05-Rural Health Clinic	5/4/2021	ETA 12/14/2021	TBD	Fix is complete
New Potential CPSE: Claims were denied in error under an incorrect "Potential Member" record.	4/13/2021		TBD	TBD	TBD	Ongoing remediation
New Potential CPSE: Claims are denying in error for lacking required information (Itemized statement, consent form, etc.) on EDI submitted claims when the information was submitted, this resulted in incorrect denials.	4/14/2021	82-Ambulance 46-Ambulatory Surgery Center 50-Clinic 76-Durable Medical Equipment Supplier 59-End-Stage Renal Disease (Dialysis) Clinic 12-Federally Qualified Health Center 44-Hospice 01-Hospital (IP & OP) 80-Indepedendent Laboratory 16 & 60-Home Health Agency 86-Nursing Facility 95-ODADAS Certified/Licensed (SUD) Treatment Program 84-Ohio Department of Mental Health (Community Mental Health) Provider 81-Portable X-Ray Supplier 21-Professional Medical Group 02-Psychiatric Hospital 05-Rural Health Clinic 45-Waivered Services Organization	ETA 09/29/2021	Workaround started 04/30/2021	TBD	Ongoing remediation