



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

November 2024

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 11/26/2024	ETA 2/19/2025	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	ETA 3/5/2025	Fix is Complete
Unique ID: 346 Confirmed CPSE DME HCPC codes with monthly limits have been denying in error for exceeding the service limit.	Medicaid	9/3/2024	76-Durable Medical Equipment Supplier	8/26/2024	Adjustment Complete - 10/22/2024	Complete
Unique ID: 347 Confirmed CPSE New patient E/M being denied against Psychotherapy visits stating an established patient E/M should be billed instead.	Medicaid	7/23/2024	95-ODADAS Certified/Licensed (SUD) Treatment Program, 84-Ohio Department of Mental Health (Community Mental Health) Provider	8/25/2024	Adjustment Complete - 10/15/2024	Complete
Unique ID: 348 Confirmed CPSE Claims with valid REV Codes paying \$0 due to REV Code being listed as non-covered.	Medicaid	8/23/2024	01-Hospital (IP & OP), 86-Nursing Facility	7/26/2024	Adjustment ETA 10/9/2024 - 11/20/2024	Fix is Complete
Unique ID: 350 Confirmed CPSE The authorization BOT is overriding denials to pay claims with no authorization in error.	Medicaid	9/11/2024	76-Durable Medical Equipment Supplier, 80-Independent Laboratory	7/30/2024	Recovery Complete - 10/15/2024	Complete
Unique ID: 352 Confirmed CPSE DRG codes were being read as diagnosis codes and mapped over to diagnosis codes causing incorrect payments and denials.	Medicaid & MyCare	8/13/2024	01-Hospital (IP & OP), 02-Psychiatric Hospital	7/30/2024	Adjustment Complete - 10/29/2024	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: 355 Confirmed CPSE Claims Overpayment due to Pricer Error on Adjustment Claims.	Medicaid	9/5/2024	01-Hospital (Outpatient)	9/17/2024	Recovery Completed - 9/27/2024	Complete
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	ETA 5/28/2025	Fix is 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	ETA 6/4/2025	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: 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	ETA 6/25/2025	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	ETA 3/24/2025	ETA 6/17/2025	Ongoing remediation



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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	ETA 6/16/2025	Ongoing remediation
Unique ID: 362 Confirmed CPSE Claims placed in REVHOLD were not released when the adjustment was paid, resulting in the provider receiving two claim payments.	Medicaid & MyCare	11/12/2024	01-Hospital (IP & OP), 80-Independent Laboratory, 95-ODADAS Certified/Licensed (SUD) Treatment Program, 84-Ohio Department of Mental Health (Community Mental Health) Provider, 21-Professional Medical Group	11/12/2024	11/13/2024	Complete