

Claims payment systemic errors

UnitedHealthcare Community Plan of Ohio – February 2025

Updated on Feb. 11, 2025

The UnitedHealthcare Community Plan of Ohio is making this information available to participating health care professionals to help you better understand when we identify claims payment systemic errors (CPSEs) and the action we've taken to adjust the payments and correct the errors.

If you have any questions about these issues, please contact Diane Jordan at diane.jordan@uhc.com. Thank you.

Unique ID and description of claims payment systemic errors (CPSE)	Line of Business	Date CPSE was first identified	Billing provider types impacted by CPSE	Timeline for fixing CPSE	Date(s) and/or date span(s) of corrected claims adjustments	CPSE status
IFP Coordination with Medicaid — Confirmed CPSE issue The UnitedHealthcare system isn't recognizing the primary explanation of benefits (EOB) from the exchange. <ul style="list-style-type: none">• Number of billing providers impacted: 9• Number of claims impacted: 43	Medicaid	Jan. 10, 2024	00-All provider types	We're working on the system update. The new estimate for completion is March 1, 2025. This is a global issue.	Not applicable. We're identifying claims on the front end daily and paying them. No adjustments are required.	In process

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<p>PS2 denied in error for CPT® code 90661 – Confirmed CPSE issue</p> <p>From July 1–Sept. 30, 2024, our system erroneously denied CPT code 90661 as PS2: uncovered service. Originally, when the Ohio Department of Medicaid (ODM) updated the fee schedule in July to show 90661 as a covered benefit with a \$33.92 payment, it didn't include an effective date. On Oct. 1, 2024, ODM corrected the fee schedule to show an effective date of July 1, 2024. We've correctly paid 90661 claims at \$33.92 since Oct. 1, 2024.</p> <ul style="list-style-type: none"> • Number of billing providers impacted: 20 • Number of claims impacted: 421 	Medicaid	Nov. 5, 2024	00-All provider types	We completed the system update on Dec. 20, 2024.	Manual claim adjustments aren't needed. We corrected our system to pay incoming 90661 claims with service dates starting on Oct. 1, 2024, at \$33.92 and created a CEAP to automatically reprocess claims from July 1–Sept. 30, 2024. We submitted the claims for adjustment on Jan. 7, 2025, under project ACET # 85164833. We're still processing the claim adjustments, with an estimated completion of Feb. 28, 2025.	In process

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<p>Skilled nursing facility claims – Confirmed CPSE issue</p> <p>An IT pre-processor wasn't appropriately deployed for skilled nursing facility (SNF) claims from Oct. 28–Nov. 4, 2024. The issue impacted batch claims for Medicaid, Individual and Family Plan (IFP), and Dual Special Needs Plan (D-SNP). Adjudicated real times claims were not affected. We've corrected this issue.</p> <ul style="list-style-type: none"> • Number of billing providers impacted: 2,060 • Number of claims impacted: 2,094 	Medicaid and MyCare	Nov. 13, 2024	86-Nursing Facility	We corrected the system on Nov. 20, 2024.	We adjusted all claims between Jan. 21–24, 2025.	Completed