



Behavioral Health Provider Alert

Claim Report: Ohio Claims Payment Systematic Errors January 15, 2019

UnitedHealthcare Community Plan and Optum have identified 5 Claims Payment Systemic Errors (CPSE) that are currently under remediation. Please review the following information:

1. Invalid denials for Add-On codes 90785, 90833, 90836, 90840, 99354, 99355. The projected timeline for fixing this claim payment system error is February 1, 2019.
2. Intermittent denials have occurred as a result of inconsistent application of manual overrides to ensure accurate processing of out-of-network claims for which prior authorization is required. A global adjustment project is currently underway and expected to be resolved February 1, 2019.
3. Provider Specialties may continue to show as "Not Accurate/Unknown." We are reporting as a CPSE, even though it is not a true error but rather a data source issue effecting our systems. We rely on accurate data from both providers and the state. We correct any provider load issues as they become known to us. We are implementing a universal roster which will clear up any outstanding load issues until the Ohio Department of Medicaid (ODM) provider master file and provider rosters match.
4. For 1915(i) members only competing waiver codes should have been denied but codes that were applicable on the Ohio Behavioral Health redesign fee schedule were denying in error. This issue is being addressed through a special project and is currently targeted for correction by February 1, 2019.
5. Place of service (POS) 57 and 53 paid inaccurate rates. This is being corrected with a projected timeline of February 1, 2019.

Providers are not required to take any action to remediate these known issues. For questions about these issues, you may contact us at ohionetworkmanagement@optum.com.