



September 2026 Claims Payment Systemic Error Report

Listed below are current Claims Payment Systemic Errors (CPSE). The issues are reported in descending order. This log is updated monthly. AmeriHealth Caritas Ohio encourages you to review this log often and prior to contacting AmeriHealth Caritas Ohio Provider Services center.

If you still have questions, please call [1-833-644-6001](tel:1-833-644-6001).

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
ACOH CPSE 184: BH Procedures codes submitted with HP/HT modifiers are reimbursing at the incorrect rate.	Medicaid	11/12/25	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed on 5/25/2026. **When initiating adjustments, the need for a subsequent fix update was identified on 6/16/2026 and completed on 6/20/2026.	Adjustments have begun as of 6/25/2026 and estimated to be completed by 9/25/2026. Overpayments estimated to be completed by 10/25/2026.	In Progress
ACOH CPSE 186: Incorrect term effective and term end dates for system updates impacting BH claims with codes 99406-99407, 90853, 90849, 90846-90847, 90839-90840, 90837, 90834, 90832, 90791, 90792, 90785, 90833, 90836, and 90838 are causing issue with payments.	Medicaid	12/17/25	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix completed on 5/25/2026. **An additional fix was identified on 6/16/2026 and completed on 6/20/2026.	Adjustments have begun as of 6/25/2026 and estimated to be completed by 9/25/2026. Overpayments estimated to be completed by 10/25/2026.	In Progress

ACOH CPSE 187: Underpayments and some overpayments when more than 1 radiological procedure is billed on the same Outpatient claim. *5/15/26 Update: description edited to include overpayments resulting from the CPSE.	Medicaid	01/21/26	01-Hospital (Outpatient)	System Fix was completed on 2/26/2026.	Adjustments for underpayments were completed on 5/6/2026. Overpayments are estimated to be completed by 9/25/2026.	In Progress
ACOH CPSE 190: Prosthetics and Orthotics that allow units per side have been denying for over the allowed units. System not recognizing LT/RT modifiers.	Medicaid	04/08/26	76-Durable Medical Equipment Supplier	System Fix was completed 8/19/2026.	Adjustments completed 9/3/2026. This is now considered resolved and will be removed from the October report.	Completed
ACOH CPSE 191: Some claims with diagnosis codes for hysterectomy, sterilization and abortions are not pending for consent forms appropriately, resulting in overpayments.	Medicaid	03/16/26	01-Hospital (Inpatient)	System Fix was completed on 3/27/2026.	Overpayments are estimated to be completed by 10/05/2026.	In Progress
ACOH CPSE 192: Codes on the BH TPL bypass list denying for an EOB when the member has a commercial carrier listed as primary, Codes impacted H0015, H0019, H0036, H0038, H0040, H0048.	Medicaid	04/10/26	84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	System Fix was completed on 7/8/2026.	Adjustments estimated to be completed by 9/18/2026. Note: While system fix was pending, most impacted claims have been reprocessed using a manual workaround.	In Progress
ACOH CPSE 193: Automation defect causing erroneous denials for T1032 and T1033.	Medicaid	04/24/26	09-Doula	Fix estimated to be completed by 9/31/2026.	Adjustments estimated to be completed by 10/31/2026. Note: While system fix is pending impacted claims have been reprocessed using a manual workaround.	In Progress

ACOH CPSE 197: Erroneous payments made to an ineligible provider type.	Medicaid	05/13/26	84-Ohio Department of Mental Health (Community Mental Health), Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program, 20-Physician/osteopath, individual	Fix estimated to be completed by 10/13/2026.	Adjustments estimated to be completed by 11/13/2026.	In Progress
ACOH CPSE 198: Erroneous denials on E&M codes when billed with chiropractic manipulation and when billed by/within a hospice.	Medicaid	06/29/26	44-Hospice 27-Chiropractor, Individual	System fix was completed on 8/25/26.	Adjustments estimated to be completed by 9/22/2026.	In Progress
ACOH CPSE 199: EPSDT commercial bypassed codes erroneously paying for members over the age of 21 when billed on a UB-04.	Medicaid	06/20/26	01-Hospital (IP & OP)	System fix was completed on 5/29/2026.	Adjustments estimated to be completed by 10/19/2026.	In Progress
ACOH CPSE 201: Outpatient Hospital claims where hysterectomy, sterilization and abortions billed were erroneously paying without an authorization resulting in overpayments.	Medicaid	06/17/26	01-Hospital (OP)	Fix estimated to be completed by 10/25/2026.	Overpayments are estimated to be completed by 12/25/2026.	In Progress
ACOH CPSE 202: Automation defect. Providers were updated to non-par by automation when primary and remit address were the same in error.	Medicaid	07/27/26	21-Professional Medical Group 84-Ohio Department of Mental Health (Community Mental Health) Provider 95-ODADAS Certified/Licensed (SUD) Treatment Program	Fix estimated to be completed by 10/29/2026.	Adjustments estimated to be completed by 11/29/2026.	In Progress
ACOH CPSE 204: Erroneous denials for codes identified as telehealth and requiring a GT Modifier.	Medicaid	07/27/26	20-Physician/osteopath, individual 21-Professional Medical Group 24-Physician Assistant 65-Clinical Nurse Specialist Individual 71-Nurse Midwife Individual 72-Nurse Practitioner Individual	System fix was completed on 8/10/2026.	Adjustments completed on 8/21/2026. This is now resolved and will be removed from the October report.	Completed

ACOH CPSE 205: Erroneous denials on some claims billed with modifier 78.	Medicaid	07/31/26	20-Physician/osteopath, individual 24-Physician Assistant 65-Clinical Nurse Specialist Individual	System fix was Completed on 8/12/2026.	Adjustments completed on 9/3/2026. This is now resolved and will be removed from the October report.	Completed
ACOH CPSE 206: Erroneous denials on claims for atypical DME codes whose price is determined by prior authorization.	Medicaid	08/03/26	76-Durable Medical Equipment Supplier	Fix estimated to be completed by 10/3/2026.	Adjustments estimated to be completed by 11/3/2026.	In Progress
ACOH CPSE 207: Erroneous denials on claims for atypical DME codes with a stated dollar amount on the fee schedule.	Medicaid	08/07/26	76-Durable Medical Equipment Supplier	Fix estimated to be completed by 10/7/2026.	Adjustments estimated to be completed by 11/3/2026.	In Progress
ACOH CPSE 208: Erroneous denials on claims for LARC services.	Medicaid	08/17/26	01-Hospital (IP & OP)	System fix was completed on 8/23/2026.	Adjustments completed on 9/2/2026. This is considered resolved and will be removed from the October report.	Completed

*Last Updated 9/15/2026