

Provider Type	Number of Impacted Providers	Category	Issue	Date Issue Found	Number of Days Outstanding	Estimated Fix Date	Status	Resolution	Interest/Penalties Owed	Date Resolved	Tech Ops Incident/ Problem Number
PEDIATRICS	TBD	CLAIMS	Service lines denying for procedure code 90619 when billed with an associated vaccine administration code for members 18 & under	1/31/2022	101	Estimated 8/19/2022	OPEN	Pending Benefit Update	N		N/A
ALL	TBD	CLAIMS	Service lines denying procedure code billed in an inappropriate setting for Laboratory procedures performed within office location	2/3/2022	98	TBD	OPEN	Payment Integrity Edit Update - manual process in place to catch this issue before being denied incorrectly	Y		N/A
ALL	TBD	CLAIMS	Service lines denying missing taxonomy for paper claims containing Rendering and Servicing Provider Taxonomy in error	2/8/2022		4/6/2022	OPEN	Pending IT Update - manual process in place to override denial and pay claims until fix is in place	Y	4/6/2022	N/A
ALL	TBD	CLAIMS	Service lines denying add on code billed without primary procedure for procure codes G0279 when billed with procedure codes 77065-77067 in error	2/10/2022		30-45 days	OPEN	Pending Benefit Update - manual process in place to catch invalid denials until fix is in	Y	3/24/2022	N/A
ALL	TBD	PRIOR APPROVAL	Service lines denying for authorization for procedure codes 99501 and 99502 for DOS prior to 12/13/2021 in error	2/16/2022	85	Estimated 8/19/2022	OPEN	Pending Prior Authorization Update - manual process in place to catch invalid denials until fix is in	Y		N/A
PEDIATRICS	TBD	COB	Service lines denying for COB for Preventative Pediatric Services and EPSDT services billed with a EP or TJ modifier (Pay and Chase)	3/3/2022	70	TBD	OPEN	Pending System Update - manual process in place to catch invalid denials until fix is in	Y		N/A
ALL	TBD	CLAIMS	Procedure Codes J1050,J7296,J7297,J7298,J7300,J7301,J7307,S4993 denying for off-label diagnosis	3/24/2022	49	TBD	OPEN	Pending Workflow Update - manual process in place to catch invalid denials until fix is in	Y		N/A
ALL	TBD	CLAIMS	Procedure codes 96151, 96150, and 92551 denying in error	3/30/2022	43	TBD	OPEN	Pending Pricing Update - manual process in place to catch invalid denials until fix is in	Y		N/A
ALL	TBD	COB	State Medical Support Enforcement for state provided member list	4/11/2022	31	TBD	OPEN	Members within the State Medical Support Enforcement list will be monitored for any invalid COB denials to pay and chase until automation review is completed by state.	Y		N/A
TBD	TBD	CLAIMS	Hearing aids denying as reported through State Tickets: 13697 14015 14029 14041 Still researching root cause	3/11/2022	62	TBD	OPEN	TBD	Y		N/A
HOSPITALS	TBD	CLAIMS	Newborn notification Denials for well-baby DRG's	4/18/2022	24	TBD	OPEN	Pending guidance from state			N/A
ALL	TBD	CLAIMS	Due to a system limitation that is being corrected, there are projects and adjustments paid in 2022 where CCH has not paid interest when interest is due.	1/1/2022	131	5/4/2022. Retro payments in process.	OPEN	A correction was implemented and interest payments will be retroactively paid where appropriate and interest is being paid accurately at this time.	Y		N/A
ALL	TBD	CLAIMS	Due to a system limitation CCH has recouped penalty and/or interest on some claims related to projects and adjustments paid in 2022 when it should not have.	1/1/2022	131	7/1/2022	OPEN	A correction will be implemented on 7/15/2022 to stop inaccurate recoupments. Timeline and manner for administering refunds is being assessed to limit adverse impact to providers.	Y		N/A
N/A	N/A	CLAIMS	Breast and Cervical Cancer Members taking copay incorrectly	1/6/2022		N/A	CLOSED	Benefit Update was implemented to have the scenario not take Copay for members	Y	1/13/2022	N/A
PEDIATRICS	TBD	CLAIMS	EPSTD procedure codes 99381-99385, 99391-99395, 96110, 96161, 96127, 96160, 99406-99409, 92551, 92552, 83655 billed with an EP Modifier for Medicaid Members Age 0-20 were denying for invalid diagnosis in error.	12/17/2021		N/A	CLOSED	Benefit Update was implemented to exclude EPSTD diagnosis codes from this denial	Y	1/24/2022	N/A

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PEDIATRICS	TBD	CLAIMS	EPSDT services were denying for invalid modifier when billed with mod EP due to an issue with Diagnosis Codes Z00.00, Z00.01, Z01.110, Z01.10, Z00.121, Z00.129, Z00.110, Z00.111, Z02.89, Z01.00, Z01.01, Z01.118, Z23, Z28.3, Z13.88, Z77.011, Z11.1, Z00.00, Z00.01, Z01.110, Z01.10 not being included in this for Medicaid members	12/17/2021		N/A	CLOSED	Benefit Update was updated to include EPSTD diagnosis codes so when billed they will no longer hit this benefit	Y	1/24/2022	N/A
PEDIATRICS	TBD	CLAIMS	EPSDT services were denying for invalid modifier when billed with mod EP or FP due to an issue with Diagnosis Codes Z00.00, Z00.01, Z01.110, Z01.10, Z00.121, Z00.129, Z00.110, Z00.111, Z02.89, Z01.00, Z01.01, Z01.118, Z23, Z28.3, Z13.88, Z77.011, Z11.1, Z00.00, Z00.01, Z01.110, Z01.10 not being included in this for Medicaid members	12/17/2021		N/A	CLOSED	Benefit Update was updated to include EPSTD diagnosis codes so when billed they will no longer hit this benefit	Y	1/24/2022	N/A
ALL	174	CLAIMS	Procedure code 87880 denying procedure not allowed for CLIA certification type in error when billed with QW modifier.	1/27/2022		N/A	CLOSED	CLIA IT Update was implemented to have the scenario not deny EXc2	Y	1/22/2022	N/A
N/A	N/A	CLAIMS	Procedure code 99401 when billed with Z23 taking copay incorrectly	1/31/2022		N/A	CLOSED	Benefit Update was implemented to have the scenario not take Copay for members	Y	2/10/2022	N/A
ALL	TBD	PRIOR APPROVAL	Service denying for Authorizations for services within the Covid Flexibility Waiver.	2/3/2022		N/A	CLOSED	Benefit Update implemented	Y	2/24/2022	N/A
CME	TBD	CLAIMS	Claims billed related to CME services should pay if billed with required form	9/13/2021	241	3/24/2022	CLOSED	Benefit and Pricing Updated Implemented	Y	3/24/2022	N/A
ALL	TBD	CLAIMS	Service lines denying EXQE for procure codes 77063 when billed with procedure codes 77065-77067	2/10/2022		N/A	CLOSED	Benefit Update was implemented to have the scenario to not deny QE	Y	3/1/2022	N/A
ALL	TBD	CLAIMS	Service lines denying CPT & Location are not compatible for procedure code Q3014 denying for all providers that are not FQHC's or RHC's	2/11/2022		N/A	CLOSED	Benefit Update was implemented to have the scenario to not deny for invalid location	Y	2/16/2022	N/A
PEDIATRICS	TBD	CLAIMS	Service lines denying benefit limit reached for well child exams based on rolling year instead of calendar in error.	2/24/2022		15 days	CLOSED	Pending Benefit Update - manual process in place to catch invalid denials until fix is in	Y	3/18/2022	N/A
ALL	TBD	CLAIMS	Service lines denying CPT & Location are not compatible for procedure codes D0145 & D1206 when billed in locations 03, 11, 12, 13, 14, 15, 19, 21, 22, 24, 31, 32, 54, 49, 71, 50, 72	2/24/2022		30 days	CLOSED	Pending Benefit Update - manual process in place to catch invalid denials until fix is in	Y	3/9/2022	N/A