

Status	Date Issue Identified	Category	Provider Type	Number of Impacted Providers	Estimated Fix Date	Issue Description	Resolution	Date Resolved
Open	3/28/2025	Cost Share Job	All	TBD	6/28/2025	There is a discrepancy between the BRD (Business Requirements Document) and State guidance on copay exclusions. The BRD aligns with the State Guidance but does not include all exclusions listed in the State website. Issue relates to procedure code S0109 (which appears to be the Methadone Assisted Treatment (MAT)).	System Configuration updates needed, pending requirements. Once requirements are identified a manual process to prevent claim from applying cost share inappropriately will be implemented.	
						<p>Provider validation edit was turned on 07/15/2025 prematurely in error resulting in various denials for data not matching the State file. See below for denials that are being applied .</p> <p>EXdn - DENY-BILLING SERVICE ADDRESS / ZIP NOT ON STATE MEDICAID PROVIDER REGIST</p> <p>EXTn - DENY- RENDERING SERVICE ADDRESS / ZIP NOT ON STATE MEDICAID PROVIDER REG</p> <p>EXdn - DENY-BILLING TAXONOMY NOT ON STATE MEDICAID PROVIDER REGISTRY</p> <p>EX3F - DENY- BILLING PROV CONTRACT DOES NOT INCLUDE BILLING INDICATOR PER OHCA</p> <p>EX2Z - DENY: ATTEND PROV MUST BE INDIVIDUAL WITH PROV PRG CODE 15 PER OHCA</p>	IT team is working to flip this from denials to informational only Explanation codes, this should be in production 08/28/2025.	
Open	8/11/2025	Pre-Adjudication	All	TBD	8/28/2025		<p>Claims are being corrected via BOT process and manual process is in place until system fix is in.</p> <p>Impact:1077 claims for an underpayment of \$4,176.40 for all providers sent via BOT correction on 09/15/2025 going back the 180 day look back period. Clarification sent to State if Non-Emergent Transportation is also excluded from copays – pending response.</p>	
Open	8/29/2025	Claims	Ambulance	TBD	9/26/2025	EMSA: Emergency transportation provider reached out with concerns of ambulance claims applying a \$4 copay on 08/27/2025.		