

CIVHC Data Discovery Log - Payer Submission and Processing Issues



Date Identified	Type of Finding	Payer Line of Business	Data Discovery	Dates Impacted	Impact	Anticipated Resolution Date	Resolved (Available in Data)
Mar-17	Payer Submission Issue	Commercial	Self funded claims data missing for one payer, approximately 300,000 members	2015	A single payer has not successfully submitted claims for 300,000 self funded members.	Currently being assessed	N
Aug-16	Processing	Medicare	Medicare eligibility includes both FFS and MA eligibility	2009-2014	Member eligibility is over reported by approximately 60% (800,000 vs 500,000). A supplemental file is available to differentiate FFS from MA	Summer 2017	N
Apr-16	Payer Submission Issue	Commercial	Missing admit dates on inpatient claims for one payer	2009-2014	95% of inpatient claims for one payer not included in data warehouse (approximately 1,000 claims per year)	Summer 2017	N
Jul-15	Processing	Medicaid	Undefined line of business identification error from one payer	2014-2015	Managed Medicaid payers have a small proportion of members/claims (1%) displaying as "undefined line of business (LOB)"	Summer 2017	N
Sep-16	Processing	Commercial	Medical claims missing October-December 2015 for one payer	Oct 2015 - Dec 2015	Approximately 160,000 missing claims.	Winter 2017	Y
Feb-16	Payer Submission Issue	Commercial	All members from one payer submitted with insurance product type of 99	41852	If using insurance product type 99 in analysis, membership for August-14 will not be available from one payer	June 2016	Y
Feb-16	Payer Submission Issue	Commercial	Paid amount under-reported by one payer	2009-2015	Paid amounts are under reported for all claims for one payer	June 2016	Y
Jan-16	Payer Submission Issue	Commercial	Medical claims missing from one payer	Aug 2014 - Oct 2014	Missing approximately 25% of medical claims for one payer	Jan 2016	Y
Dec-15	Payer Submission Issue	Commercial	Medical claims missing from one payer	Oct 2015 - Jan 2015	No medical claims from October 2015-January 2016 available for one payer	Sep 2016	Y
Dec-15	Payer Submission Issue	Commercial	Missing optional diagnosis fields from one payer	2009-2016	Principal diagnosis codes are populated but additional diagnosis codes are missing for one payer	June 2016	Y
Nov-15	Payer Submission Issue	Commercial	Inappropriate submission of generic CPT codes from one payer	2009-2015	All imaging procedures show under a generic CPT of 76499 for one payer	Fall 2016	Y
Oct-15	Payer Submission Issue	Commercial	Cost data was missing on pharmacy claims from one payer	2014-2015	Cost amounts incorrect on pharmacy claims for one payer	Winter 2017	Y
Oct-15	Processing	Commercial	Duplicate claims in the QA and production environments.	June - July 2013	Potential duplicate claims included in data warehouse	Jan 2016	Y
Oct-15	Processing	Commercial	Duplicate claims in the QA and production environments for one payer code.	2012-2015	Potential duplicate claims included in data warehouse for one payer code	Jan 2016	Y
Oct-15	Processing	Commercial	Duplicate claims in the QA and production environments for one payer code.	2012-2015	Potential duplicate claims included in data warehouse for one payer code	Jan 2016	Y
Sep-15	Payer Submission Issue	Commercial	Over-reporting of Coordination of Benefits from one payer	June 2012 to 2015	Coordination of Benefits (COB) not accurate for one payer	Fall 2015	Y
Sep-15	Processing	Medicaid	Missing 2009-2010 eligibility span submissions from one payer	2009-2010	Missing member eligibility records for 2009 - 2010	Winter 2017	Y
Sep-15	Processing	Medicaid	Admission dates populated with dates in the early 1900's	2009-2015	Admission date for outpatient claims defaults to date prior to 2001	June 2016	Y
Jun-15	Payer Submission Issue	Commercial	Low claim volume from one payer	2012-2014	Approximately 50% of claims not submitted for years 2012-2015 for one payer	Sep 2015	Y
Jun-15	Payer Submission Issue	Commercial	Missing claim line detail from one payer	2009-2015	Missing claim line detail for years 2009-2015 missing for one payer	June 2016	Y
May-15	Payer Submission Issue	Commercial	No unique provider IDs on claims which resulted in missing or incorrect provider ID for one payer	2012-2015	Not able to identify provider for 11% of claims for one payer	June 2016	Y
May-15	Payer Submission Issue	Commercial	Multiple pharmacy fields were out of compliance including versioning, cost, capitated services, claim status codes, etc.	2009-2015	Multiple pharmacy fields not populated completely for one payer	June 2016	Y
May-15	Payer Submission Issue	Commercial	Missing cost data from one payer for 16% of claims	2009-2015	Event cost is inaccurately reflecting \$0 for 16% of one payer's claims	Winter 2016	Y
Feb-15	Payer Submission Issue	Commercial	Lack of diagnosis detail was included on claims from one payer	2009-2015	Principal diagnosis codes are populated but additional diagnosis codes are missing	Jan 2016	Y
Jan-15	Payer Submission Issue	Commercial	Cost data was missing on claims from capitated plan for one payer	2009-2015	Paid amounts on claims for one payer are potentially under-reported, prior to 2012. Professional claims may have incomplete payment amounts from 2009-2015.	June 2016	Y
Nov-14	Payer Submission Issue	Commercial	Incorrect member liability amounts were submitted	2012-2014	All paid claims had incorrect member liability amounts for one commercial payer	Feb 2015	Y
May-14	Payer Submission Issue	Commercial	Multiple medical claims were out of compliance with data submission guide	May-13 to Mar-14	Incomplete submissions for one payer	May 2014	Y
Apr-14	Payer Submission Issue	Commercial	Discharge status was missing	Jun-13 to Nov-13	No discharge status for medical claims for one payer	Dec 2014	Y
Apr-14	Payer Submission Issue	Commercial	Discharge status was missing	Jun-13 to Nov-13	No discharge status for medical claims for one payer	Dec 2014	Y