



PROVIDER ALERT

IMPORTANT INFORMATION Authorization Grace Period Extension January 30, 2020

On January 10, Optum Maryland issued an alert establishing a grace period on requesting authorization for the month of January. Optum continues our work on implementing a fully functional Incedo Provider Portal, including addressing the following known issues:

- Inability to submit attachments ([click here](#) to see the alternative method for uploading attachments)
- Missing authorization plans
- Incorrect authorization spans, particularly regarding service bundles
- Some outpatient authorization requests denials
- Inability to request extension for eligibility spans for existing uninsured participants

The grace period on requesting authorizations has been extended to April 30, 2020. Maryland Department of Health (MDH) is permitting Optum Maryland to backdate authorizations to January 1, 2020 during this grace period, subject to normal clinical standards and post-treatment review. While Optum continues its efforts to improve functionality, please continue to submit your claims as outlined in the [Estimated Weekly Payment Alert](#) (dated Jan. 27).

Claims submitted will not reflect in a paid status while estimated weekly payments are made. The estimated weekly payment will occur regardless of an authorization being on file in the Incedo Provider Portal. We anticipate maintaining this grace period through April 30, 2020, to align with the current plan for the weekly estimated payments. We will communicate additional information about the authorization process, as well as provide sufficient notice of the grace period end date.

As a reminder to providers who participate in the Maryland Public Behavioral Health System (PBHS), you are subject to audits by Optum. Providers must comply with all applicable state and federal regulations, including COMAR 10.09.36 and COMAR 10.09, associated with the service(s) rendered. Optum will issue an alert with additional guidance when the authorization issues have been rectified.

The Best Way to Contact Us:

Our Call Center is open Monday thru Friday 8am-6pm and can be reached at 1-800-888-1965. After-hours and holidays are covered by clinical night staff for crisis and emergency services.

You may also email us at MarylandProviderRelations@Optum.com.

If you're unable to click the links in this email, please click the text above, "View this message in a browser."

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