

PROVIDER ALERT
Negative Balance Transfer

April 20, 2022

Target Audience: All Behavioral Health Providers

*Please note, at this time the information in this alert is **relevant only to provider organizations who have a State negative balance of \$500 or less**, or providers who agreed with the amount in their “Notice of Recoupment of Retro Eligibility and Overpayments” letter. Additional transfers may occur as needed, and providers will be notified at that time.*

Issue

Optum Maryland has previously communicated to providers regarding the “negative balances” that have occurred on some providers’ accounts due to retro-eligibility activity, retractions, recoupments, and payment adjustments.

Response

Retractions to offset these negative balances began in February 2022. To facilitate a more efficient repayment of negative balances, Optum Maryland is now preparing to transfer any existing negative balance from providers’ State funds account (where the majority of negative balance dollars have occurred) to the Medicaid account.

We expect this transfer to occur during the week of April 25, 2022.

- The amount that will be transferred is that which is recorded on the State account at the time of the transfer.
 - This amount may be different from the amount reported on letters and on the claim lifecycle report – both were correct at the time of printing.
- This negative balance amount will instead now appear on the Medicaid account.
- This transfer will facilitate more efficient repayment of the negative balance because the Medicaid account has higher claims activity.
- Reductions will be based on the percentage of Medicaid account activity. For example, if your rate of reductions is 40%, that will translate as 40% of your weekly claims averaged over 10 months, on the Medicaid account.

- The total amount clipped will not exceed the amount transferred from the State balance.

Action Required

No provider action is required. When the negative transfer has occurred, you will receive a confirmation letter from Optum MD.

If you have questions about the information in this alert, please contact Optum Maryland Customer Services at 1-800-888-1965 or your reconciliation manager.

Thank you,

Optum Maryland Team