

PROVIDER ALERT

Claim Billing and 277CA Update

August 10, 2022

Target Audience: All Behavioral Health Providers

Optum Maryland has made updates to the claim billing process that will improve efficiency of claim processing and reduce the need for reprocessing. Provider action in regard to these changes is detailed below.

Provider Action Required:

We are reminding all providers of the critical importance of completing the **provider and participant identifier** elements on each claim accurately.

Errors from improperly completing these items are a major cause of claim rejection, processing delays, and unnecessary denials. The following requirements apply to all claims, whether on 837, paper, or on the Incedo Provider portal:

- A **valid** Maryland Medicaid ID number (MMIS) or Optum-issued ID number for Uninsured Participants must be used on **all** claim submissions.
 - The Optum-issued ID number for Uninsured Participants is the Incedo ID number, beginning with a “U.”
 - For example, if the Incedo ID number is “123456789,” the uninsured number is “U123456789.”
 - Effective immediately, the Incedo number (without the “U” will no longer be accepted).
- A **valid** Provider Billing NPI Number must be used on **all** claim submissions.

A rejection will be generated if this information is entered inaccurately or incompletely.

Providers Who Utilize the 277CA:

Optum Maryland previously released a [provider alert](#) for providers who utilize the 277CA, announcing an update to the 277CA transaction which would eliminate the need

for a supplemental reject report by incorporating key elements of the supplemental report directly into the 277CA.

This update was successfully implemented in the Incedo system on August 6, 2022.

The [277CA Edits Spreadsheet](#) has been updated to reflect the changes described in this alert. If you utilize the 277CA and have questions regarding this 277CA update, please contact the Optum EDI team at omd_edisupport@optum.com.

If you have questions regarding the information in this alert, please contact Optum Maryland customer services at 1-800-888-1965.

Thank you,

Optum Maryland Team