

PROVIDER ALERT

Historical Unfunded Denied Claims Included on PRA August 17, 2023

Target Audience: All Behavioral Health Providers

From June 18, 2023, through July 23, 2023, historical, unfunded denied claims (with \$0 pay) were erroneously included on Provider Remittance Advice (PRA) documents and on 835 files.

- The same historical, unfunded denials will have appeared on 6 weekly PRAs and 835s between June 18 and July 23.
- These denied claims were not associated with any claim or payment activity on the PRA on which they appeared and were the result of a temporary system issue.

These denied claims can be identified by their repeated occurrence on PRAs and 835s during the affected timeframe. They will also be associated to a “Payment Number” beginning “8000” as shown in the example below.

Payment Date: 06/26/2023

Payment Number: 8000753469

Payment Amount: \$0.00

Patient Name:		Patient Control No.:	1
Medicaid ID:		NPI:	
Claim No.:	5422	Rendering Provider Name:	

Serv	Services Dates	Service Code	Mod Code	Units	Charged	Fee Schedule Amt	Allowed Denied	Other Ins	RSA	Payment	Explain Codes
100	02/22/2021 - 02/22/2021	H0015		1	\$170.00	\$0.00	\$0.00 \$170.00	\$0.00	\$0.00	\$0.00	CO197 138
Subtotal:					\$170.00	\$0.00	\$0.00 \$170.00	\$0.00	\$0.00	\$0.00	

Providers should disregard these lines on the affected PRAs, and no further action is necessary by the provider. The system issue that caused these historical denials to appear on PRAs and 835s has now been corrected, and there should be no further recurrence.

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

Thank you,

Optum Maryland Team