

PROVIDER ALERT

Further Details on Recoupment of Retro-Eligibility and Overpayments

December 13, 2021

Target Audience: All Behavioral Health Providers

Since January 2020, many providers received duplicate payments from Optum Maryland (Optum) for participants who had been paid from State funds, who were later processed for Retro-Eligibility and again paid under Medicaid or vice versa. These balances are distinct and separate from the estimated payment balances which will not be subject to recoupment until Spring of 2022.

A key component of participation in the Public Behavioral Health System, and Medicaid specifically, is that providers must return known overpayments immediately ([refer to Section T](#)).

As of the end of October 2021, Optum provided the necessary 835s for providers to review and to return these duplicate payments. The vast majority of these retro-eligibility negative balances (>90%) are less than \$5,000. A number of providers have already chosen to submit payments for these retro-eligibility overpayments to begin with a “clean slate” prior to the end of the 2021 tax year. We thank those providers for their responsiveness.

Next week, providers will be receiving individualized statements advising them of their specific amounts due and will have a choice of the following:

- (1) Submit a check for the entire balance due, or partial balance if the provider selects choice (3), below.
- (2) Agree to have current claims discounted by up to 50% over a five (5)-week period until the balance is paid in full. **If your balance is \$500 or less, this will be applied automatically and there is nothing further you need to do.**
- (3) A combination of choices (1) and (2).

If, from your own records, you believe the amount due is being reported inaccurately, you will be asked to submit specific information for further consideration. Pending review, we may allow a recoupment delay until such time as consolidated claims history reports are available for review. Providers who either do not select a repayment plan, or who have not engaged with Optum within the next 30 days, risk auto-recoupment of current claims of up to 50% of their weekly claims submissions (or payment) until the balance is repaid.

If you have any questions or need to contact a Reconciliation Manager, please contact Optum at maryland.provpymt@optum.com.

Thank you,

Optum Maryland Team