



DEPARTMENT OF HEALTH

Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Secretary

Communication to Active PBHS Billing Providers Regarding the Extension of the Claims Denial Mitigation Project

Maryland Department of Health (MDH) is pleased to inform you that after the Claims Denial Mitigation (CDM) Project that began July 1, 2023 will continue through the end of CY2024. This extension will allow for more providers to audit denials for claims originally received by Optum in CY2020 and CY2021.

The scope of this audit consists of claims originally received by Optum during CY2020 and CY2021 (regardless of Date of Service). Please see the original alert that announced the project [here](#). This project does not include claims from Acute Care General Hospitals, Laboratories, or Out-of-State Providers, and does not include paid claims or claims with partial payments, voids, or pends.

Through the end of CY 2024, Softech, the company contracted by MDH to perform this service to interested providers, will be available to meet with providers in-person or remotely, to develop and review a comprehensive report of your organization's denials. The report of provider claim denials will identify the catalog of claims that are included in the project, and will clearly outline those claim denials that require ASO reprocessing, provider action, or are considered correctly denied.

This project will give providers ample opportunity to better understand their claims lifecycle reports to improve their current billing processes to reduce errors in claim submissions. Providers who still owe estimated payments are strongly encouraged to participate in this project well in advance of the June 30, 2024 deadline. Between the denials mitigation project and the extension of time given for no-interest repayments, MDH is giving providers every opportunity to avoid the Central Collections Unit (CCU).

Providers who are interested in participating in this project should send an email to mdh.denialsproject@maryland.gov to request a report and a meeting.

Questions regarding report definitions, interpretations, or potential claims that might have been overlooked from inclusion in this project may be directed to Softech. Providers may submit an inquiry to: mdh.denialsproject@maryland.gov and Softech staff will respond to these inquiries. Providers will be redirected to Optum for questions unrelated to the reports Softech provided. Softech will respond to Provider inquiries within 3 business days.

Sincerely,

Laura Herrera Scott, MD, MPH
Secretary