PROVIDER ALERT

Missing Claim Images: Information to be Sent to Providers

January 11, 2023 (revised)

Target Audience: All Behavioral Health Providers

Additional information was added to this alert on 1/18/23

On June 9, 2022, Optum Maryland posted a provider alert advising providers that claim images associated with a number of claim lines had been erroneously deleted from our records.

Optum has now recovered images from October 2020 forward, however we require the assistance of affected providers to recover claim images submitted between January 2020 to October 2020. We sincerely regret the inconvenience this creates.

Optum Maryland will be reaching out to affected providers to provide information on how the images can be captured and returned to us. A spreadsheet document with the file name which includes your provider ID and name (e.g, ProvID123456789ShrtAgencyName_claims.xlsx) will be delivered to the Download folder within Incedo (screenshot below).
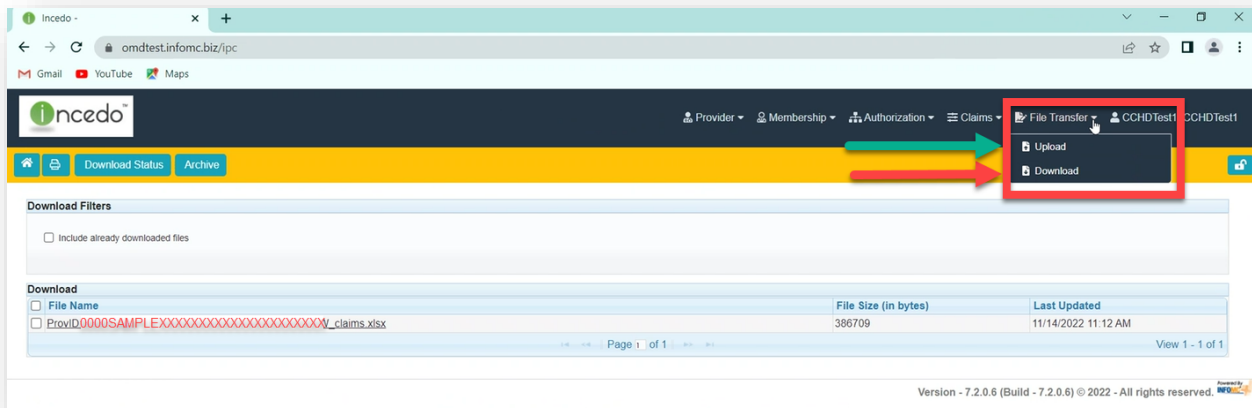
- Tab 1 of this spreadsheet will contain introductory information and clear instructions detailing how to collect and return the claim images to Optum.
- Tab 2 will contain a list of the affected claim lines for which the images are required.
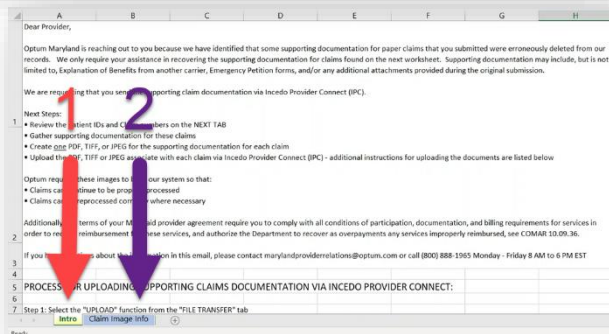
==Providers should upload the document as *Claims Documentation* type (screenshot below). The claim file name should be the named with the claim number on the inventory that is corresponds to. Additionally, please load the documents as .PDF format into IPC.==
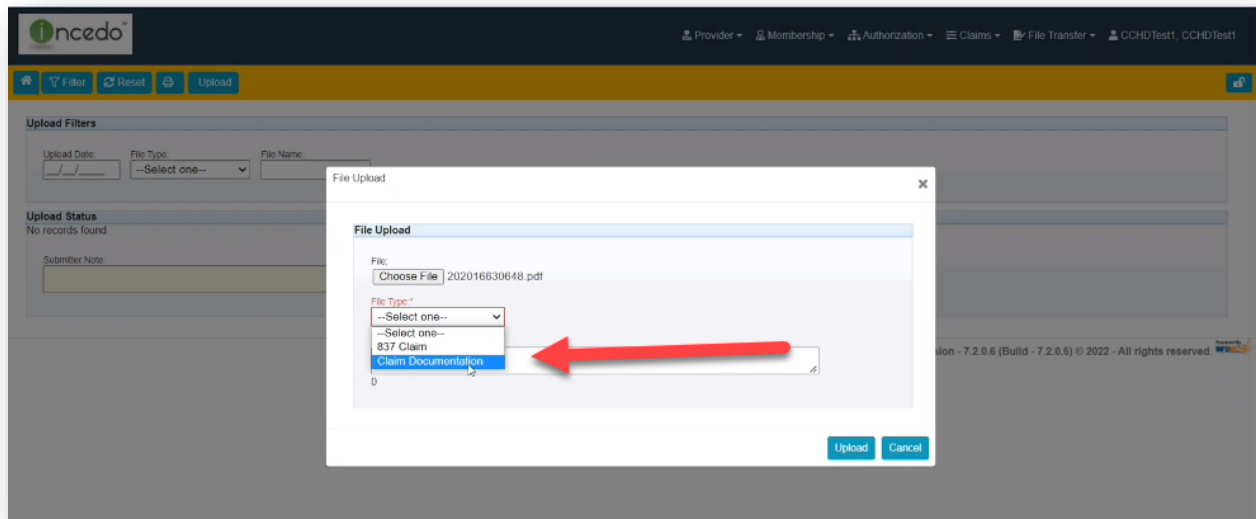
This process will occur in two phases:

- **Phase 1** will begin the week of January 15, 2023. A small number of providers (approx. 200) who may have been financially impacted by these missing claim images will receive a spreadsheet document in their Download folder in Incedo. Please look for the excel file document (referenced above) containing the inventory of missing images. Providers should return all requested claim images to Optum by February 15, 2023.
- **Phase 2** is expected to begin in March 2023. Providers who are not financially impacted by the missing claim images will receive a spreadsheet to their Incedo "Download" folder with detailed instructions. A follow-up provider alert will be sent prior to the start of phase 2.

Optum requires these images to be in our system so that:
- Claims can continue to be properly processed, and;
- Claims can be reprocessed correctly where necessary.

Additionally, the terms of the Medicaid provider agreement require providers to comply with all conditions of participation, documentation, and billing requirements for services in order to receive reimbursement for these services, see COMAR 10.09.36.

If you have questions about the information in this email, please contact Optum Maryland Customer Services on 1-800-888-1965.

Thank you,

Optum Maryland Team