

PROVIDER ALERT

Recoupment of Estimated Payments

July 19, 2022

Target Audience: All Behavioral Health Providers

On June 13, the Maryland Department of Health and Optum Maryland announced a \$25,000 estimated-payment forgiveness program for providers who repaid any outstanding estimated-payment balances above \$25,000 by July 15, 2022. This provider alert provides further details regarding this forgiveness program and the process of estimated-payments recoupment.

Final Date to Calculate Forgiveness:

The final date to qualify for up to \$25,000 in Estimated Payment Forgiveness was July 15th, 2022 (checks must have been postmarked July 15, and wire transfers must have been sent prior to 11:59 pm on July 15).

- The amounts used to calculate forgiveness were based on the most recent notice of estimated payment balances that were delivered to providers' Incedo folders by June 29. These amounts were honored for the July 15, 2022, forgiveness deadline. If that balance was paid down to \$25,000 or less by July 15, the provider qualified for forgiveness of \$25,000. (This will include all submissions post-marked or submitted until July 15.)
- Disputed claim denials and appeals will continue to be processed as outlined in the Provider Resources Section of the Optum website for disputing negative balances, [here](#).

Forgiveness Timeline and Next Steps:

July 31, 2022

- By this date, it is expected that final estimated-payment amounts will have been calculated and will be ready for communication to the provider community.
- Final estimated-payment amounts will contain the **total** amount of the provider's remaining liability for estimated payments MINUS any forgiveness applied.
- The TOTAL liability reflected will NOT be reduced by any amounts being appealed/reprocessed etc. It is the full amount.
- Beginning August 1, 2022, all claims that are reprocessed or paid from the estimated-payment period will be paid LIVE as a cash payment in providers' weekly check-write and will no longer be applied to offset estimated payments as they were previously.

August 12, 2022:

- Optum will post a final demand letter in providers' Incedo Download folders containing the final estimated payment amount as of July 31, 2022. The demand letter will also be sent by certified mail and email where possible.
- The letter will also contain a link to a repayment survey. Providers will have 10 business days (August 26) from the date the letter is placed in their Incedo mailbox to complete this survey.

August 13-26:

- Providers must complete the short survey (which will be linked in the August 12, 2022, letter) and indicate how they wish to repay their estimated payment balance. Repayment options will include:
 1. Payment in full in 30 days by wire transfer or check (instructions will be included).
 2. Clipping of current claims at a rate of 20%, 40%, 60%, or 100% of either or both their State and Medicaid EP claims. (Clipping must be a flat percentage; we do not have the ability to select a specific dollar amount.)
 3. Monthly payments made via ACH withdrawals (instructions will be included).
 4. A combination of #2 and #3.

If a provider fails to complete or respond to the survey, their claims will be clipped starting at 50% and may escalate if that amount is insufficient to pay the Estimated Payment balance in 12 months.

Next Steps after Survey:

1. Providers will receive confirmation of their survey choices and an estimate of any balloon payment that may occur at the end of the 12-month process as a result of their choices.
2. Providers will receive at least one week's notice of when clipping will begin once the survey results are loaded.
3. ACH withdrawals will begin pending notice to the provider from Wells Fargo.

Recoupment Appeals and Reprocessing:

- Recoupment will be calculated against the TOTAL provider-liability balance as of July 31, 2022.

- Amounts under dispute, appealed, or re-processed will NO longer reduce this balance, and, if approved, will be paid as a live claim. The provider may use the live claim payments as they desire to pay down the Estimated Payment balance via check or wire transfer, as desired.
- Throughout the 12-month recoupment period, providers wishing to dispute the accuracy of any claim denials should, if they have evidence of errors in specific claims adjudicated, use the same [dispute process](#) as is outlined in the [Provider Resources](#) section of the Optum Maryland website for disputing negative balances.
 1. Begin with the reconciliation manager, then
 2. Optum Level 1 dispute, followed by
 3. BHA Level 2 dispute, and, if necessary,
 4. Office of Administrative Hearings Appeal.

Example: If a provider wins an appeal, or if claims are reprocessed and paid, the amount due will be paid LIVE to the provider. It will no longer reduce the provider liability against estimated payment (e.g., provider owes \$100K, and successfully appeals \$10K; they will still owe \$100K but will have a check in hand for \$10K).

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

Thank you,

Optum Maryland Team