

PROVIDER ALERT

Updated: Service Disruption Impacting Postal Mail and Fax Transmissions

July 19, 2022

Target Audience: All Behavioral Health Providers

[Information was added to this provider alert on July 20, 2022, to address the scenario of corrected claims that are submitted via postal mail.]

Optum Maryland is currently experiencing a service disruption that is causing a delay in postal mail and inbound fax transmissions. This service disruption began on/around June 19, 2022. If you submitted checks, paper claims, or appeals/grievances/complaints by postal mail or fax from around this time and forward and have not yet received a PRA or acknowledgement of receipt, please see the information given in this alert for your specific situation.

This delay **IS** impacting:

- Paper checks sent by postal mail
- Paper appeals, complaints, and grievances sent by postal mail or fax
- Paper claims and corrected claims sent by postal mail
- Paper claims submitted with explanation of benefit (EOB) documents for coordination of benefits (COB) all of which are sent by postal mail.

Transmissions that are **NOT** impacted:

- EDI submissions
- Telephonic submission of appeals, grievances, and complaints submitted to Optum Maryland.

Information for each scenario is given below.

Providers who have sent paper checks by postal mail:

Providers who have mailed checks to Optum should email maryland.provpymt@optum.com to advise us that this payment has been sent. Please include the check date and check number.

Providers who submit paper claims or corrected claims by postal mail:

The processing of paper claims will be delayed until this issue is resolved. We recognize this will cause providers potentially significant disruption with receiving payment for services. Please utilize the Incedo Provider Portal (IPP) to submit claims. If you need assistance, email marylandproviderrelations@optum.com with the subject line: “*IPP claims submission training*” and you will immediately be assigned a staff member to assist you using this claims-submission process.

- If you do not have an IPP login, you can gain access to the portal by obtaining a registration token, following the instructions [in this document](#). A training video is found [here](#).
- Instructions and training on claims submission using the CMS 1500 form in the IPP can be found on the Optum Maryland website [here](#). A guide to using the IPP (including claim submission) is found [here](#).
- Providers who are submitting corrected claims can also use the IPP to submit corrected claims
 - If you require assistance using the IPP, please contact Optum Maryland for assistance, as described above.
 - When entering a corrected claim in the IPP, please use the **original** claim number in the reference number box (box 22 on the claim submission form).

Providers who have submitted paper claims with an explanation of benefits (EOB) for coordination of benefits:

These documents can only be submitted by postal mail, so there is not an alternative means to send this information to Optum Maryland. These documents will be processed as soon as they are received by Optum Maryland.

Providers who have submitted appeals, grievances, or complaints by mail or fax:

There will be a delay in processing appeals, grievances, and complaints submitted by mail or fax (appeals, grievances, and complaints submitted by telephone to Optum Maryland are not affected).

Providers who have submitted appeals, grievances, or complaints by mail or fax and are experiencing a delay can call Optum Maryland customer services at 1-800-888-1965 to initiate the process telephonically. Optum will then initiate a secure email chain with the provider to allow supporting documentation to be shared securely.

Optum Maryland apologizes for the inconvenience caused by these delays. We are working to resolve this issue as quickly as possible. We will communicate updates via provider alert and the Provider Bulletin as they happen.

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

Thank you,
Optum Maryland Team