



## PROVIDER ALERT

### Claim Images Missing for Some Providers

June 9, 2022

#### **Target Audience: All Behavioral Health Providers**

Optum Maryland has identified that claim images associated with a number of claim lines were erroneously deleted from our records. Although Optum has recovered images from October 2020 forward, 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 is currently testing the process for retrieving these claims and will work with a small group of pilot providers to further test the process. **Optum will be reaching out to affected providers via the Incedo Provider Portal (IPP) once this process is validated.**

We need affected providers who receive outreach via the IPP to send us the claim images that remain missing from Optum's system. Such images may include, but are not limited to:

- Explanation of Benefits from another carrier
- Emergency Petition forms, and
- any additional attachments provided during the original submission.

#### **Next Steps:**

Affected providers will receive a file from Optum containing information and instructions regarding:

- the claim lines for which we require images, and
- how to upload requested claim line images through the IPP.

This file may be delivered to the "Downloads" folder within your IPP or via email.

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