



PROVIDER ALERT

Timely Filing Waiver Exception

April 6, 2023

Target Audience: All Behavioral Health Providers

Effective May 1, 2023, Optum Maryland will enforce the timely filing regulations for all *new* claims, as agreed upon with the Maryland Department of Health (MDH).

As of May 1, all NEW, ORIGINAL claims will be subject to the timely filing rules.

Resubmissions or corrections of previously submitted claims will continue to be exempt from the timely filing rules as Optum and providers work through the denied claims.

- **Please note:** PT10 (Laboratories) continue to be subject to timely filing regulations. Waivers to timely filing do not apply to this provider type.

What is impacted:

- All **new, original** claims submitted on and after May 1, 2023.

What is not impacted:

- All corrected claims
- All resubmissions of previously denied claims

Optum and MDH will be monitoring the process and will continue to assess when the full timely filing rules will be enforced for all claims.

Provider action required:

If the provider disagrees with the timely filing denial reason they should contact Optum via either customer service, fax, the reconciliation team, or USPS mail to have the claim(s) reviewed through the complaints process.

- The provider should include the following in their complaint:

- o A spreadsheet with the relevant Incedo claim numbers
 - o The name of a specific contact person AND their direct email address
 - o A thorough business justification as to why they are requesting an exception, on the provider's letterhead, similar to the complaints process.
- Upon receipt by Optum, the provider will receive a letter (via secure email) acknowledging their complaint. This will be followed by a final disposition letter within 30 days.
 - If the complaint results in an override of the timely filing denial, claims will be reprocessed within 30 days of the final determination letter.

To submit a complaint:

Please note: Fax and USPS are the preferred methods of sending complaints (due to the list of the claims and letter that must be included).

- By fax: 1-844-913-0799
- By USPS mail: Optum Maryland, P.O. Box 30531, Salt Lake City, UT 84130

You may also submit a complaint:

- By telephone: Call Optum Maryland Customer Services at 1-800-888-1965
- Via a reconciliation manager if the claim is from the estimated payment period (January 1, 2020 – August 3, 2020), by emailing Maryland.provpymt@optum.com

Important Reminders:

- **For claims that require authorization:** For claims predating May 1, 2023, that are not yet in Incedo, please use the authorization backdating exception process. If the backdating request is approved, the provider will be notified and should then submit claims related to the approved authorizations.

If you have questions about the information contained in this alert, please contact Optum Maryland Customer Service at 1-800-888-1965.

Thank you,

Optum Maryland Team