

PROVIDER ALERT

Delivery of Assisted Reconciliation Report 5

May 7, 2021

Target Audience: All Providers

Optum Maryland released Assisted Reconciliation (ARE) Report 5 to providers' Incedo accounts on May 7, 2021. This fifth ARE report offers detailed information on denied claims with dates of service from January 1, 2019, to August 3, 2020. This report should be available in your "Downloads" folder by Saturday, May 8.

- This report does not contain information regarding duplicate claims or disallowed dollars; disallowed dollars are reported on the PRA with the allowed dollars.

The focus of this report is to inform providers of claims that remain in denied status. Providers should:

- Review the ARE Report 5 to identify claims that fall in the reconciliation period that remain denied that may need to be resubmitted for possible claim payment
- Resubmit claims for processing (may result in payment or further denial), or
- Use the Claims Dispute process (detailed below) if you believe a denied claim should have been approved/paid

Optum and the Maryland Department of Health are currently reviewing options for waiving timely filing for some claims. Further information about this will be forthcoming.

Claims Dispute Process

If you disagree with a denial listed on this report, please follow the process outlined below:

- Validate the information on the claim and review the information available in the [Billing Manual](#) to ensure the service is covered as billed
- If, after reviewing this information you believe the claim should have been approved and paid, please contact Optum Maryland Customer Services with the details of the claim denial(s) you wish to dispute

- The claims will be reviewed by a member of our Claim Department staff, who will contact you with the claim decision
- If you still disagree with this outcome, the claim will be sent to Optum's Claims Appeal staff for further review and final decision (approval or continued denial)
- If you continue to disagree with Optum's final decision, the determination letter from Optum (containing our final decision) will include information on how to appeal to the Behavioral Health Administration (BHA) for reconsideration

Further information about the ARE Report 5 can be found in a Quick Reference Guide, [here](#).

If you have questions about the content of this alert, please contact your Reconciliation Manager or email maryland.provpymt@optum.com.

Thank you,

Optum Maryland Team

Please visit our website at maryland.optum.com for provider resources, online training, and more information.