

PROVIDER ALERT

Recoupment of Medicaid Negative Balances

May 18, 2023

Target Audience: All Behavioral Health Providers

Optum Maryland will begin claim payment reductions (clipping) to recoup negative balances on the Medicaid account, on May 28, 2023. These reductions will first appear on June 1, 2023 payment.

Recoupment of these negative balances is to be completed by December 31, 2023. Any amounts outstanding on that date will be due at that time.

- Newly occurring negative balances will be due (clipped) as they occur, on the weekly check-write.
- The Medicaid negative balance will be recouped before any estimated payment balance.

Providers whose Medicaid negative balance is **greater than \$5,000** have received a letter via certified mail and in their Incedo Download folder.

- Please look for the file name beginning "MEDICAIDNEGBAL."
- The letter contains individualized information about your negative balance and the claim reductions that will occur.

Providers whose Medicaid negative balance is **below \$5,000**, may not have received a separate letter; however, claim reductions will begin on May 28 (appearing on the June 1 payment). Claim reductions for providers in this category will be made at a rate of 100% on Medicaid claims to quickly satisfy the balance.

Please note that the most up-to-date Medicaid negative balance is reported each week on the Payment Remittance Advice (PRA) and on the Claim Lifecycle Report.

- If you do not routinely receive the Claim Lifecycle Report, you can request it by emailing maryland.provpymt@optum.com.

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