

## Optum Maryland

### Estimated Payment Frequently Asked Questions

#### Revised February 5, 2020

[In addition to the information below, find the latest Estimated Payment communication here](#)

On January 23, 2020, behavioral health providers of Maryland received correspondence that Optum Maryland will be issuing estimated weekly payments. Below are some questions and answers that provide additional information regarding this payment process.

**Q.1 How was the estimated weekly payment determined?**

*A.1 The Maryland Department of Health (MDH) determined the payment amount based on the average of all weekly payments made during calendar year 2019.*

**Q.2 How much will my estimated weekly payment be?**

*A.2 Your organization will receive the same dollar amount weekly for the duration of these payments based on your 2019 average weekly payments beginning on February 11<sup>th</sup>. Payments on January 28<sup>th</sup> and February 4<sup>th</sup> include backlogged claims and are described in Q/A #3.*

**Q.3. When will I receive payment for the claims my organization has already submitted?**

*A.3 MDH and Optum Maryland are analyzing the claims backlog to determine amounts to be paid to each provider. The backlog will be calculated based on the estimated weekly average minus the funds already dispersed to providers (e.g., paid claims or advance payments).*

- *On January 28<sup>th</sup>, a check will be issued for your first estimated weekly payment, plus a portion of your backlogged claims*
- *On February 4<sup>th</sup>, an Electronic Funds Transfer (EFT) was issued for those registered with Payspan. All others will receive a paper check.*

**Q.4 Do I need to continue to submit claims and request authorizations to Optum Maryland?**

*A.4 Yes, you are required to continue to request authorizations and submit all claims beginning January 1, 2020, and any claims not made through Beacon Health Options. You will not see the claims submitted to the Incedo Provider Portal in a paid status for as long as the estimated weekly payments are made.*

**Q.5 When will I receive the estimated weekly payment?**

*A.5 Beginning this week, payments will be issued via Payspan. If you have registered for EFT, funds should be in your account on February 6, 2020. If you have not registered for EFT, your organization will receive payment via a paper check delivered via first class mail.*

**Q.6 How will I receive the estimated weekly payment?**

*A.6 Beginning this week, payments will be issued via EFT via Payspan. If you have not registered for EFT and would like to, you may request the registration codes by completing the following request form: [payspanhealth.com/RequestReqCode/](https://payspanhealth.com/RequestReqCode/). Please complete all required information*

and select 'Optum Behavioral Health' from the Affected Payer list. If you do not register for EFT your payment will be mailed via check.

**Q.7 How can I confirm Optum has the right mailing address for the estimated weekly payments?**

A.7 Please log onto the [Incedo Provider Portal](#) to validate the address associated with your provider profile. Access the Preferences tab, top right of the home page. Select the Provider Profile tab. View the site address tied to your login.

It is possible that an address change submitted in ePREP has not been updated in the Incedo system. In the event your address is not correct in Incedo, please email the following information to [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com):

- Contact Name
- Name of Organization
- TIN
- Medicaid ID
- NPI number
- Address
- Nature of issue

**Q.8 Will I receive any back up information with the estimated weekly payment (e.g., Explanation of Payments (EOP) or 835 file)?**

A.8 At this time, supporting information will not accompany the estimated weekly payments.

**Q.9 How do I reconcile payment against my open receivables?**

A.9 We recognize this is a non-standard process. Due to differences in providers' specific procedures, we recommend you consult your financial professional for guidance.

**Q.10 The January 23<sup>rd</sup> provider letter indicated that there will be a reconciliation process every 60 days. How will the over/under payments be reconciled? How will this process be communicated to me?**

A.10 MDH is initiating an iterative process beginning with the Feb 4th weekly payment cycle. To balance overpayments, a small number of providers whose total payout to date exceeds their expected five week estimated payment total, will be excluded from this check run. MDH and Optum are continuing to work towards a comprehensive reconciliation process and further details will be released once it is ready to be implemented.

**Q.11 How long is Optum anticipating to provide estimated weekly payments?**

A.11 We anticipate this process to conclude on or before April 20, 2020. We will continue to communicate updates to you as we progress throughout this period.

**Q.12 How will I receive an estimated weekly payment if I have no 2019 claim history?**

A.12 In order to calculate your estimated payment, please email the following information via an excel spreadsheet to Optum:

- Claims for services rendered beginning with dates of service that you have attempted to submit in the Incedo Provider Portal.
- The spreadsheet should contain the following fields:
  - Tax ID
  - Medicaid ID
  - NPI Number
  - Constituent name

- *Constituent ID#*
- *Date of service*
- *Procedure code*
- *Billed amount*
- *Reason preventing successful claim submission into Incedo.*
- *Please include the following contact information for your organization: Provider name, contact name, phone number, and email address.*

**Q.13 Who do I contact if I have any questions?**

*A.13 Please email Optum Maryland at [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)*

**Q.14 What will happen if total payout to date through January 28<sup>th</sup> exceeds the total amount expected to have been paid over five weeks of estimated payments?**

*A.14 There are a limited number of providers that fall into this category, and they will not receive an estimated payment check for the week of February 4<sup>th</sup>.*

**Q.15 Why didn't I receive a check as part of the January 28<sup>th</sup> estimated payments?**

*A.15 Some providers were not included in the estimated payments check distribution and fall into the following categories: ABA providers, providers with weekly claim utilization under \$2000.00, and/or providers in a suspended status in MMIS, or on "pay hold".*

**Q.16 If I fall into one of the categories called out in Question 15, will I receive payment in the February 4<sup>th</sup> estimated payment cycle?**

*A.16 ABA providers and providers with average weekly claims utilization less than \$2000.00 will be included in the February 4<sup>th</sup> estimated check payment. This payment is calculated based on five times their average weekly payment (some provider payments may have been adjusted if they have received any advanced or claims payments). For providers in a suspended status, MDH is analyzing the data in MMIS to confirm the accuracy of the suspension and will be making adjustments on a weekly basis. Please email Optum Maryland at [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com) for questions regarding suspended statuses.*