



Maryland Provider Council Meeting

April 14, 2023

Hosted by Optum Maryland

Agenda

- 1 Welcome
- 2 MDH and BHA Updates
- 3 Timely Filing
- 4 Eligibility Reporting
- 5 Incedo Provider Portal Updates
- 6 Operations Updates
- 7 Provider Questions

MDH Updates

Certified Peer Recovery Support Specialist Certification



CPRS CREDENTIALING NAVIGATION SUPPORT

Available exclusively to non-certified peer recovery specialist working in the following soon to be Medicaid reimbursable settings ONLY:

-  Outpatient SUD Programs
-  Opioid Treatment Programs
-  Federally Qualified Health Centers

This program is being offered by BHA in partnership with MABPCB to ensure that all peers in effected settings are eligible to provide reimbursable services.

CLICK HERE <https://forms.gle/UZNPSCwaxymJDknHA>

Timely Filing

Timely Filing

- 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.
 - PT10 (Laboratories) continue to be subject to timely filing regulations. Waivers to timely filing do not apply to this provider type.
- 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.
- 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. Please see [this provider alert](#) dated April 6 for further details.

Eligibility Reporting

Eligibility Reporting

- Optum Maryland is completing work on an Eligibility Report which will provide detailed information on participant eligibility status.
- The Eligibility Report will contain Primary and Secondary insurance/eligibility in the prior 180 days, by provider, for each recipient with authorization and/or claim activity in the prior 90 days.
- The report will be delivered weekly to providers Incedo folder.
 - Providers who already have an Incedo folder will automatically receive the eligibility report
 - Providers who do not currently have an Incedo folder will be able to request the eligibility report
- The first report delivery is targeted for April 26.
- More detailed information will be released in next week’s provider bulletin.
- Sample report:

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Medicaid and State																
Incedo_ProviderID	PROV_NAME	ProviderType	MostRecent_Activity	CLAIM_ACTIVITY	AUTH_ACTIVITY	PATIENT_ID	MCD_ID	LAST_NAME	FIRST_NAME	DateOfBirth	INSUR_NUMB	COV_GRP	INSURANCE	Eligibility_Begin	Eligibility_End	Redetermination
99999	ACME Behavioral	PT23	2/24/2023	20239999		9999	0000009999	Example	MedState	1/1/1999	0000009999	A02	Medicaid	1/1/2022	12/31/9999	8/31/2023
99999	ACME Behavioral	PT23	2/24/2023	20239999		9999	0000009999	Example	MedState	1/1/1999	0000009999	A02	State	1/1/2022	12/31/9999	8/31/2023
Medicaid, State, and Uninsured																
Incedo_ProviderID	PROV_NAME	ProviderType	MostRecent_Activity	CLAIM_ACTIVITY	AUTH_ACTIVITY	PATIENT_ID	MCD_ID	LAST_NAME	FIRST_NAME	DateOfBirth	INSUR_NUMB	COV_GRP	INSURANCE	Eligibility_Begin	Eligibility_End	Redetermination
99999	ACME Behavioral	PT23	2/24/2023	20238888		8888	0000008888	Example	MedStateUni	1/1/1988	0000008888	A02	Medicaid	1/1/2022	12/31/2022	1/31/2023
99999	ACME Behavioral	PT23	2/24/2023	20238888		8888	0000008888	Example	MedStateUni	1/1/1988	0000008888	A02	State	1/1/2022	12/31/2022	1/31/2023
99999	ACME Behavioral	PT23	2/24/2023	20238888		8888	0000008888	Example	MedStateUni	1/1/1988	U8888		Uninsured	1/1/2023	1/30/2023	1/31/2023
Medicaid, State, and 1915i waiver																

Incedo Provider Portal Updates

Incedo Provider Portal Updates

Updates and Fixes

The following issues are awaiting implementation of a permanent fix:

- The “tabbing” issue on the claim submission form
 - ETA for deployment is mid-May.
- Duplicated, pended authorizations that were experienced by some providers
 - Intermittent issue. Analysis is in progress to determine the root cause.
- Phase 2 fixes to address the intermittent 500 error issues
 - The issue is largely resolved. Some providers may experience the error sporadically. If this occurs, please contact customer service.

Operations Updates

Operations Updates

PT23 Authorizations and Claims

Optum Maryland has identified an issue that occurred from March 15 – March 22, 2023, that impacted authorizations and claims for Nurse Practitioners (PT23) who provide Mental Health (MH) and Substance Use Services (SUD). Optum Maryland has updated the provider profile configuration that caused this issue and has validated the correct set-up in Incedo.

If you are a Nurse Practitioner (NP) with the appropriate credentials, or a Mental Health Group employing a NP who is eligible to render MH and SUD services, you should now be able to obtain service authorizations.

- Refer to the [PBHS Fee schedule](#)

If you are a NP who prescribes buprenorphine and have appropriate credentials on your file, you should now be able to obtain service authorizations for SUD diagnoses.

- Refer to the [SUD Fee schedule](#)

Operations Updates

PT23 Authorizations and Claims

Claims adjudicated between March 15 – March 22 (even if the authorization was obtained prior to March 15) may have received a denial for this reason; “*Payment is denied when billed by this provider type.*”

- If the claim denied and the provider has the correct credentials on their provider file:
 - No provider action is needed. Optum will reprocess the denied claim(s).
- If the claim is denied but the provider has the eligible certifications, the provider can email MDH.BHPProviderenrollment@Maryland.gov for further investigation.
- If the provider does not have the correct credentials on file and does not have the eligible certifications, then the denial is correct.
- For more information, please refer to [this provider alert](#) dated April 4.

Operations Updates

Medicaid Negative Balance

- Letters were sent to providers with a Medicaid negative balance above \$5,000, by certified mail and delivery to the Incedo folder on March 24, 2023.
 - In the Incedo folder please search for the file name beginning with “MEDICAIDNEGBAL”
 - Providers with a Medicaid negative balance between \$5,000 and \$25,000 received a letter confirming their balance and information regarding repayment.
 - Providers with a Medicaid negative balance over \$25,000 received a letter confirming their balance, the primary reason for the negative balance, and information regarding repayment.
 - From the date of the letter there will be a 60-day period prior to claim clipping beginning on Medicaid accounts where there is a negative balance.
 - Clipping will occur to offset this balance by no later than December 31, 2023. *Any amounts remaining by this date will be due in full.*
- For questions regarding Medicaid negative balance, please contact your reconciliation manager at Maryland.provpymt@optum.com

Operations Updates

Authorizations Showing in “Pended” Status

- A small number of clinically-reviewed authorizations are temporarily placed in a “Pended” status. These authorizations are being approved via a twice daily fix. The status change will occur the same day or the next day.

SUD-PHP, SUD-IOP, and SUD Ambulatory Detox providers:

- In an effort to assist providers with submitting the most pertinent clinical information for SUD Ambulatory, SUD Partial Hospital Initial and Concurrent, and SUD-IOP Concurrent authorization requests, updates have been made to the required Clinical Forms.
 - The updates will provide a resource which defines the ASAM Dimension ratings. In addition, specific guidance is given under each Dimension regarding the clinical documentation needed.

Operations Updates - Reminders

Interest Payments for March 2023

- Interest payments now being sent monthly.
- Checks for the period March 1 – March 31, 2023, will be mailed by April 14, 2023.
- Letters and claim details will be delivered to the Incedo Download folder.

Estimated Payments Recoupment

- Providers who are repaying their Estimated Payment balances incrementally (claim reduction, monthly ACH payment, or both) and who have a balloon payment due at the end of the repayment period (12/31/23), can opt to increase their monthly payment which will reduce the amount of the balloon payment.
 - To do this, please reach out to the Optum Maryland Reconciliation Team at maryland.provpymt@optum.com
- Current estimated payment balance is reported on the PRA and Claim Lifecycle Report.

Reconciliation Emails

- Please ensure that all reconciliation-related correspondence is routed to Maryland.provpymt@optum.com and copy individual reconciliation manager email addresses.
- Even if you are communicating directly with a reconciliation manager, please copy Maryland.provpymt@optum.com on all emails.

Operations Updates - Reminders

Sending Postal Mail to Optum Maryland

Checks and Financial Correspondence: Optum Maryland P.O. Box 30532 Salt Lake City, UT 84130	Claims, Grievances Complaints and all other NON-FINANCIAL related correspondence: Optum Maryland P.O. Box 30531 Salt Lake City, UT 84130
---	--

Providers are asked to ensure that their contact information (mailing address, email address, phone number, etc.) is updated/correct in MMIS (via ePREP) for important correspondence.

Please check the Dashboard in the Incedo Provider Portal for important notifications including system downtime and new downloads

- Optum will use the Download folder within Incedo as one means of delivering important information.

Provider Questions

Provider Council Information

Slide decks from previous meetings can be found on [Maryland.Optum.com](https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html) at the following link:
<https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html>

- The next Provider Council meeting will be held on **Friday, May 12, 2023**.
- Meeting reminders will be sent at the beginning of the month.

Frequently Used Phone Numbers and Email Addresses

Maryland Public Behavioral Health System 1-800-888-1965

- Option 1 Participants
- Option 2 Providers

Maryland Provider Relations - marylandproviderrelations@optum.com

Token and Incedo Provider Portal Registration questions - omd_providerregistration@optum.com (Please note the underscore in this email address: “omd_providerregistration...”)

Maryland Provider Payments - maryland.provpymt@optum.com

Maryland EDI Team – omd_edisupport@optum.com (please note the underscore in this email address: “omd_edisupport...”)

To register for Provider Alerts - marylandproviderrelations@optum.com

Thank you

TPL/COB Processing and Reprocessing

TPL/COB Processing and Reprocessing

- **2020/2021 TPL Claims Paid as Primary then down adjusted**

- Claims were paid as primary, then retracted based on updated TPL files from MDH loaded to Incedo
- **DOS through 12/2022 are complete**
 - **2022 Claims**
 - Processed 347 claims with \$65k
 - Paid on checkwrite 12/1/2022
- **Optum continues to align with MDH and implement processing requirements for the post public health emergency processing of COB claims (See 8/2/2022 provider alert for details).**
 - This will include an update to the COB portion of the handbook and other provider notifications.

- **Important information**

- **See Provider Alert: 9-22-22: New: Process for Electronically Submitting COB Claims with an EOB**
 - Now able to submit EOBs for \$0 pay from another payor through the Portal:
 - When other carrier paid, complete boxes 11d, 9 a and d, and box 29
 - Submit the claim electronically through the portal or 837 process
 - See the provider alert for specific/detailed instructions
- **See Provider Alert: 8-5-22: Issues Impacting Participant Eligibility**
- **Medicare Advantage Plans:**
 - Update guidance will result in the following:
 - Claims submitted to OPTUM will deny for Service Payable by Other Primary Carrier
 - Providers must submit to Medicaid via paper or portal submission
 - Instructions can be found: <https://health.maryland.gov/mmcp/pages/provider-information.aspx>
 - E Medicaid Portal and Instructions: <https://encrypt.emdhealthchoice.org/emedicaid/>
- **MDCR Crossover Claims:**
 - Do not send to Optum
 - These will result in denial of Service Payable by other Primary Carrier
 - Will automatically cross from Optum to MDH for processing
- **Participant disagrees with TPL Record:**
 - Process outline in previous meeting notes