



Maryland Provider Council Meeting

December 8, 2023
Hosted by Optum Maryland

Agenda

1 Welcome

2 MDH and BHA Updates

3 Operations Updates

4 Provider Questions

MDH and BHA Updates



MDH and BHA Updates

Brain Injury Waiver (BI Waiver) billing changes

As announced in the October 11, 2023 transmittal:

- Effective December 7th, the Brain Injury Waiver (BI Waiver) service providers will no longer use the ASO (Optum) for authorizations and billing but will transition to using LTSS*Maryland*, the State's web-based data management system.
- This transition will centralize all BI Waiver service that is already used for BI Waiver case management.
 - View the full transmittal [here](#).

Rate Increase for Community-based Providers

- Effective January 1, 2024, Maryland Medicaid will increase certain behavioral health provider rates. Community-based behavioral health providers and Applied Behavior Analysis (ABA) providers will receive an 8% rate increase.
 - Please note: E&M codes, laboratories, and J & Q codes will not receive the 8% increase.
 - Updated fee schedules effective January 1, 2024, are posted on the Optum Maryland website, on the [Fee Schedules](#) webpage.
 - Please see the [provider alert](#) dated December 6, 2023, for details.

Operations Updates



Operations Updates

Eligibility Inaccuracies in the Incedo Provider Portal

- On or about October 1, 2023, an issue was identified in the processing of the Medicaid eligibility file that was causing participant records to fail to update.
- This issue was resolved by November 17, 2023.
- Impacted claims will be reprocessed automatically against the corrected eligibility record. The provider will receive an updated Payment Remittance Advise (PRA) showing the correct fund source for reprocessed claims.

Authorization Unit Issue in the Incedo Provider Portal

- On Thursday, November 16, 2023, a defect was identified in the Incedo Provider Portal (IPP) which caused authorization units to incorrectly default to “13” on many authorizations. This did not reflect the true number of units remaining.
- A fix was implemented, and the issue has been fully resolved as of Friday, November 17.
- Remaining units shown on authorizations are now correct. Claims impacted by this issue were identified and corrected prior to the check-write of Sunday, November 19.



Operations Updates

Third-Party Liability Requirements Effective January 1, 2024

- As communicated in [August 2022](#), requirements related to coordination of benefits (COB)/third party liability (TPL) were relaxed in response to factors including Incedo system functionality and the administrative burden caused by the public health emergency (PHE).
- **Effective January 1, 2024, TPL requirements, outlined in COMAR 10.09.83, will be reinstated.**
 - Specifically, the requirement of notification when TPL becomes known after a claim was processed as primary.
- When a secondary payor/insurance is identified retroactively for a participant, the provider will receive notification via the PRA of this change, and of any claims affected by this change.
 - The provider will then have 75 calendar days from the date of the notification to take action to receive payment remittance from the third-party payor, before claims for the participant will be down adjusted due to a potentially liable third-party payer.
- An initial [provider alert](#) regarding the reinstatement of these requirements was posted on December 1, 2023.
- Later this month, Optum will send a follow-up provider alert to detail how this notification will appear on the PRA, and the 75-day process.



Operations Updates

Payments Schedule for Weeks of December 24 and December 31

- Due to Christmas Eve and New Year's Eve falling on Sundays this year, Optum Maryland will run the check-write process two days early over these holidays:
 - During the week of December 17, 2023, check-write will be run on Friday, December 22.
 - During the week of December 24, 2023, check-write will be run on Friday, December 29.
- Claims received into the Incedo Provider Portal (IPP) system, **before 4:00 p.m., EST**, on both Friday, December 22, and Friday, December 29, will be included for adjudication on that week's check-write.
- Payments will occur as usual on Thursday, December 28th, and Thursday, January 4th.

Holiday Call Center Closure

The Optum Maryland call center will be closed on **Monday, December 25**, and **Monday, January 1**.

Estimated Payment Update

Extension to EP Recoupment Period

As detailed in a [provider alert](#) dated October 2, 2023, Providers who are eligible for the 6-month extension of estimated payment recoupment have received a letter in their Incedo Download folder containing a survey link to advise Optum and MDH of their repayment preference. Please look for the file name beginning “EPEExtensionSurvey.”

- Providers should complete their survey choice to advise Optum and MDH of their repayment preference.
- The survey can be completed here: <https://app.smartsheet.com/b/form/6d801103afe44a0895b4ff39083678fd>
- Providers can choose one of two repayment options:
 - **Option 1:** The provider keeps their current repayment plan (or increase your payments if possible) with the existing balloon payment due 12/31/2023.
 - **Option 2:** Optum & provider will work together to establish a new payment plan that results in full payoff of overpayments by 6/30/2024.
 - This six-month extension is interest free during this period.
 - Weekly claims clipping percentage or monthly ACH must be received in equal payments to satisfy the full balance at the end of the six months.

For questions regarding estimated payment and negative balance recoupment, please email the Optum Maryland reconciliation team: maryland.provpymt@optum.com

Operations Updates - Reminders

Interest Payments for November 2023

- Interest payments now being sent monthly.
- Checks for the period November 1 – November 30, 2023, will be mailed by December 15, 2023.
- Letters and claim details will be delivered to the Incedo Download folder.

Estimated Payments and Negative Balance Recoupment

- Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment. Please view [this provider memorandum](#) for the most recent information regarding repayment.
 - Current balances are reported at the bottom of the weekly Provider Remittance Advice (PRA) and on the Claim Lifecycle Report.
- 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. Email maryland.provpymt@optum.com

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, January 12, 2024**
- 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

Appendix Items

State Opioid Response Grant Newsletter

FALL 2023

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Introduction

The purpose of this newsletter is to provide you with valuable information and resources from the Behavioral Health Administration (BHA) about the Maryland State Opioid Response Grant (SOR) projects and updates about our accomplishments. SOR projects play a critical role in combating the overdose crisis that is impacting the lives of many Marylanders. Read up on the latest developments, current events, webinars, trainings, and success stories associated with SOR. This grant is funded by Substance Abuse and Mental Health Services Administration (SAMHSA) and provides support for Prevention, Treatment, and Recovery services in Maryland with the goal of decreasing overdose from opioids and stimulants through initiatives that provide needed services to fight the overdose crisis.

Welcome Deputy Secretary Alyssa Lord

Alyssa Lord is the new Deputy Secretary for Behavioral Health at the Maryland Department of Health (MDH). She brings more than 20 years of experience in community and population health. Ms. Lord has focused her efforts on working collaboratively across local, city, state, and federal entities to improve the health outcomes across the lifespan.

Prior to joining MDH, Ms. Lord served in a number of leadership positions that combined direct service, advocacy, policy, and strategy in New York and New Jersey. Most recently she was Vice President, Healthcare Strategy at a large (\$120 million+) housing, healthcare, and workforce development nonprofit where she was responsible for setting the vision for healthcare, behavioral health, and substance use services for homeless and unstably housed New Yorkers. In previous positions she led the implementation of care coordination services for clinically, behaviorally and socially complex Medicaid, dually enrolled, and special needs plans beneficiaries. She was also responsible for establishing a university-community partnership in West Philadelphia that led to the implementation of a school-based health center/federally qualified health center and the development of an innovative health careers curriculum for middle and high school students. Ms. Lord earned Master's degrees from New York University and the London School of Economics.

SOR Briefing for Secretary of Health

On May 1, 2023, under the direction of the BHA executive leadership, the SOR team had the privilege of briefing the new Maryland Department of Health Secretary Laura Herrera Scott, on the history, goals, current initiatives and outcomes of the State Opioid Response Grant in Maryland.

SOR III, Year One Stats

Here are some results of **Maryland's impact on reducing opioid overdoses** through August 31:



54,904

Number of individuals served



1,172

Number of youth served



1,908

Number of individuals who started medication for opioid use disorder



78,070

Number of peer encounters



19,073

Number of individuals receiving care coordination



56,967 DOSES

Number naloxone doses distributed



20,054

Number of individuals trained in naloxone administration

Food Crisis (Averted)



As you may be aware, SAMHSA previously allowed up to \$3/day per participant for the purchase of snacks for individuals participating in SOR funded activities; however, in the SOR III Notice of Funding Opportunity (NOFO), SAMHSA disallowed SOR funds for this purpose. BHA informed its partner organizations of this change and were asked to reallocate the unexpended funds for food to other line items within their budgets.

BHA recognizes that for certain SOR-funded initiatives, food is an essential component of treatment. BHA worked with entities to identify alternative funding sources to fully cover the cost of food that was allocated within their original budget submissions for SOR III.

Government Performance and Results Act

The BHA Applied Research and Evaluation Team will be collecting SOR II No Cost Extension and SOR III Government Performance and Results Act (GPRA) interview submissions until the new vendor is onboarded for SOR III. We have created a [GPRA resource webpage](#) that will serve as a hub for the GPRA data collection and submission process.

GPRA Eligible Programs:

The following SOR-funded programs are required to offer clients participation in the GPRA evaluation:

- Adult Recovery Houses
- Contingency Management
- Crisis Beds (for stays 48 hours or longer)
- Intensive Care Coordination
- Medication Adherence Technology - EMOCHA
- Medication Adherence Technology - Pill Dispensers in OTPs
- Medication Assisted Treatment in Detention Centers
- Young Adult Recovery Housing

Updated GPRA Interview Tool

SAMHSA released an updated GPRA interview tool that must be used for all interviews beginning January 21, 2023. This updated tool has removed questions that were deemed unnecessary and streamlined sections of the data collection process to make it easier for both the interviewer and the client. Please visit the MD GPRA page to access the reporting tool: [GPRA Reporting Webpage](#).

GPRA Interview Submission:

You will now submit all GPRA interviews using Qualtrics instead of RedCAP. The survey site looks different from RedCAP, but functions in much of the same way. In Qualtrics you can:

1. Upload a scanned copy of the GPRA Interview Tool
2. Enter the data manually, or
3. Both upload a scanned copy and enter the data manually.

Any of these options are sufficient for submitting completed interviews.

Budget Revisions



This year, we were required to add more detail than ever to our SOR III budget justifications for each initiative that is funded through this grant. Moving forward, budget line items — such as purchase of care, travel, advertising, other supplies and human services contracts — will need to be accompanied by a justification and unit cost breakdown.

SAMHSA site Visit 2023

Day 1 **Presentation to SAMHSA**

Day 2 **Visit to Gaudenzia
Visit to Baltimore Harm
Reduction Coalition**

The SAMHSA site visit conducted July 20-21, 2023 for the Maryland State Opioid Response (SOR) 2020 No Cost Extension (NCE) and SOR 2022 was a success! The SOR team and other BHA program staff presented an overview of the Maryland opioid crisis and challenges, along with a summary of all the SOR program initiatives. The SAMHSA Grants Projects Officers led a question and answers session with the BHA SOR program leads, visited Gaudenzia's crisis beds and the Baltimore Harm Reduction Coalition where they were able to see first hand the wonderful work our providers are doing for the community. We are grateful for the BHA program leads, our providers, and the Opioid Operational Command Center for making this possible.

In the Spotlight

Electronic Mobile Comprehensive Health Application

Electronic Mobile Comprehensive Health Application (EMOCHA) is a medication adherence application that delivers a digital form of Directly Observed Therapy, a practice used by public health departments across the country for over 40 years. In this model, a healthcare worker virtually observes a patient taking every dose of their medication through the application on a phone or laptop and supports the patient in addressing social and behavioral adherence barriers. Behavioral Health System Baltimore successfully implemented the EMOCHA project at the University of Maryland School of Medicine through their outpatient treatment services for opioid use disorder.



Maryland Primary Care Program/Medication for Opioid Use Disorder

The Maryland Department of Health/Program Management Office (MDH/PMO) is seeking to provide participating Maryland Primary Care Program (MDPCP) practices with the resources necessary to implement Medication for Opioid Use Disorder (MOUD) services. MDPCP currently has over **530 practices across the state**, including **12 Federally Qualified Healthcare Centers (FHQCs)**. The MDPCP/MOUD program addresses a critical component of Maryland's State Opioid Response Plan to expand access to life-saving medications for treating opioid use disorder, using the Food and Drug Administration-approved drugs that can be prescribed in office-based settings. The MDPCP/MOUD initiative is set to begin implementation in SOR III Year 2 starting September 30, 2023 through September 29, 2024.

SOR Success Story



Ms. KN came to Gaudenzia as a referral from the WARMS center. Ms. KN is a 67-year-old African American woman who is non-ambulatory and has dementia. When Ms. KN came to us she did not have any support from family, friends, or outside agencies (that she could recall). Ms. KN did not have health insurance, identification documents, or funding. Ms. KN came to us initially for substance abuse yet her need for individualized care and assisted living became a priority. Ms. KN now has both Medicare and Medicaid and she is now able to be assessed properly for mental and physical health needs. Ms. KN now has access to the family including her sister and aunts as additional support. Ms. KN was transferred to an assisted living facility and attends meetings daily. Ms. KN was able to regain access to her bank account, bank card, retirement, and SNAP benefits. She is waiting to hear back from SSI regarding disability funding. Ms. KN is well on her way to healthy supportive living with the efforts of Gaudenzia.

Mark Your Calendar


End of Year Progress Report - Due by December 29, 2023!

You can begin to prepare your reports now based on the following:

- Major accomplishments for each of your approved activities (i.e., treatment, recovery support and prevention). Include outcomes data for each activity; and
- Barriers and how you have addressed them. Include any barriers still left to address.

Carryover Funding

SOR III Year One will be due by the end of December 2023
Those funds are not approved until the following year and dispersed in March 2024.



ASKED & ANSWERED: SOR IIIFAQS

▶ Find and review the full
[SOR FAQ document](#)



[Behavioral Health Administration](#)
[55 Wade Avenue](#)
[Vocational Rehabilitation Bldg.](#)
[Catonsville, MD 21228](#)
[410-767-6500](#)
Health.maryland.gov/bha

Requesting Assistance



Contacting us by using the right method will expedite resolution of your issue.

Use of self-service capabilities that are available (training videos, provider alerts) will expedite resolution of your issue

| Item | Method to Contact Optum |
|---------------------------|--|
| Authorization Backdating | Instructions can be found in this alert: 3.29.23 Backdating Exception Authorization Request.pdf (optum.com) |
| Password resets | omd_incedo_admin@optum.com |
| Training Assistance | Optum Maryland - Provider Training & Education |
| Claim status | Contact the Call Center at 1-800-888-1965 |
| Authorization Corrections | Instructions for submitting authorization corrections: Changes to Submitting Authorization Corrections-APPROVED.pdf (optum.com) |
| Optum MD FAX | 1-855-293-5407 <ul style="list-style-type: none">Do not fax claims, letters, or forms (other than the ones below) to this fax number.This fax is only used for MCO/DORS Release of information forms. Access the contact us menu on the web site for a description of the intake areas for these items. |

- Known Incedo system issues will first be reported on the Incedo dashboard.
- Issues that extend beyond one business day will be posted on the [Optum Maryland website](#).
- Issues affecting log-in to the Incedo portal will be posted on the [Optum Maryland website](#) as soon as they are discovered.

MDH Updates

Audit of Denied Claims

- In a provider alert dated July 17, 2023, the Maryland Department of Health (MDH) announced that a project to audit denials for claims originally received by Optum in CY2020 and CY2021 began on July 1, 2023.
- As a result of this audit, Maryland service providers who billed the Public Behavioral Health System (excluding laboratories and acute care general hospitals) may benefit from this audit of denials.
- Detailed reports will be made available to providers, accompanied by a summary showing the total billed dollars of the denied claims. This information will be delivered to the Incedo Download folder.
- In the next quarter (July-September 2023), providers will need to ensure they have an Incedo “Download” folder to facilitate delivery of this information through the Optum portal.
- If providers have a balance due for estimated payment or other reprocessing projects, including negative balance, those balances will be satisfied first. Any reprocessed claims will yield PRAs so providers will be aware of any benefit from this project.
- Providers who are concerned about 2019 claims that were submitted to the previous Administrative Services Organization (Beacon Health Options), not to Optum, will be informed of a process to dispute these denials in a future provider alert.
- Please see the [July 17](#) provider alert for full details.
- Please send questions to marylandproviderrelations@optum.com

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