Maryland Provider Council Meeting

September 8, 2023
Hosted by Optum Maryland

Optum | **Maryland**

Agenda

1. Welcome

2. MDH and BHA Updates

3. Introduction to New Optum Maryland CEO

4. Operations Updates

5. Provider Questions

MDH Updates

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MDH and BHA Updates

Welcome to Alyssa Lord as the new Maryland Deputy Secretary for Behavioral Health

Critical Incident Report

An updated provider alert regarding [Critical Incident Report Requirements](#) was released on August 9, 2023.

We are pleased to see that many providers are filing critical incident reports on the new forms described in this August 9, 2023 provider alert.

- We are noticing that providers are filing a lot of reports concerning deaths that are not unexpected (e.g.: cancer, heart disease, etc.).

- Providers do not have to file reports in these instances; they are only needed when somebody dies unexpectedly, or there is a risk management issue (such as medication side effects, etc.).

MDH and BHA Updates

September is Suicide Prevention Awareness Month

Suicide is preventable, and thanks to providers like you, we can make a difference in Maryland

- The Behavioral Health Administration's Office of Suicide Prevention developed a new [Suicide Prevention Toolkit](#) with resources and practical tips for building awareness and promoting care.

- Providers are also encouraged to join the 35th Annual Suicide Prevention Conference on October 4. This virtual event is an opportunity to learn about special topics in suicide prevention. 5.75 CEUs are available for psychologists, counselors and social workers. Register here: https://rb.gy/ol8m7

The following services are available for individuals who are experiencing crisis:

- The Optum Crisis Line is available 24/7 to support anyone who is experiencing crisis. Call (800) 888-1965, TTY 711.

- Call or text 988 or chat 988lifeline.org to reach the 988 Suicide & Crisis Lifeline.

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MDH Updates

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 part of this project, a dual check-write will be implemented beginning with the September 10 check-write:

- The dual check-write will be split by claims with date of service on or before 12/31/2021 and those with dates of service after 12/31/2021.

- CHECK-WRITE #1 - Claims with dates of service on or before 12/31/2021
    - Payments will first be used to offset outstanding negative balances and estimated payment balances.

- CHECK-WRITE #2 -Claims with dates of service after 12/31/2021
    - If there is already a payment plan in place, the agreed upon clipping percentage will continue to apply and providers should continue making payments as previously arranged.

- Providers will receive separate PRAs/ 835s from each check-write.

- Providers will need to ensure they have an Incedo "Download" folder to facilitate delivery of this information through the Optum portal. Instructions can be found in the [July 17 provider alert](#).

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Introducing Christina (Tina) Thompson, LCSW, as Optum Maryland's CEO

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Operations Updates

Operations Updates

Webinar Opportunity: ASAM Criteria in the SUD Residential Setting

- As detailed in a provider alert dated July 13, 2023, MDH and Optum Maryland will host a series of meetings to discuss the ASAM Criteria and how these standards apply in residential settings for 3.1, 3.3, 3.5, and 3.7.

- The first webinar was held on July 26, a video recording can be viewed on the Optum Maryland website, here.

- Webinar 2 was held on August 30, a video recording can be viewed on the Optum Maryland website, here.

- Webinar 3 will be held on September 27. Please click here to register.

    o Please note, although ASAM 4 is due to take effect later this year, we will continue to use the current (3rd edition) ASAM criteria until MDH completes regulatory changes in preparation for ASAM 4th edition criteria.

PRP Training Videos

- Video recordings of the July 11 Psychiatric Rehabilitation Program (PRP) Adult Training are now available to view. Please see the links to three videos below:

    o Presentation Recording *(Overview of PRP. This video is split up in chapters for easy viewing. Click on the magnifying glass on the top right corner to easily jump from topic to topic.)*

    o Incedo Forms Demonstration *(demonstration of updated PRP forms)*

    o Functional Impairments *(In a video quiz format)*

Operations Updates

Third-Party Liability Issue

- Optum Maryland has identified a discrepancy in the Incedo Provider Portal (IPP) in which participant third-party liability/coordination of benefits information is not updating from Medicaid, in some cases. This has resulted in incorrect, outdated information being shown on participant records in the IPP.

- As per best practice, providers should refer to the Electronic Verification System (EVS) - the "source of truth" for Medicaid participant information - for the most accurate and up-to-date participant third-party liability information.

- Providers may experience an increase in claim denials due to this issue, as third-party insurance that is expired in EVS may still be showing as "active" in the IPP.
    - Optum will automatically reprocess these claims after the third-party insurance is corrected within the IPP. No provider action is necessary.

Level of Care Manual

- As detailed in a [provider alert](#) dated August 31, 2023, Optum and MDH have corrected an error that was present in the Substance Use Disorder: Medium Intensity Residential (ASAM 3.3) and High Intensity Residential (ASAM 3.5) section of the Level of Care Manual.

Operations Updates

SUD Overlapping Authorizations

- Providers requesting authorizations for higher levels of care are reminded that these authorizations cannot overlap dates.
  - For example; if one authorization ends on September 1, the first day of the next authorization should be September 2.
  - Authorizations with overlapping dates will be voided.

- Use of Data Capture Form
- If providers choose to complete the data capture form, please note that a new form should be used for each submission.
- Do not attach an old form to a new authorization request.

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Operations Updates - Reminders

Interest Payments for August 2023

- Interest payments now being sent monthly.
- Checks for the period August 1 – August 31, 2023, will be mailed no later than September 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 a negative balance are reminded that these balances are due for repayment by December 31, 2023.
    - Any balances that remain outstanding after December 31 will be referred to the Central Collections Unit (CCU).
    - Current balances are reported at the bottom of the weekly PRA and on the Claim Lifecycle Report.
    - For assistance at any time, please reach out to the Optum Maryland Reconciliation Team at maryland.provpymt@optum.com
- 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:	Claims, Grievances Complaints and all other NON-FINANCIAL related correspondence:
Optum Maryland P.O. Box 30532 Salt Lake City, UT 84130	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.

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Provider Questions

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Provider Council Information

Slide decks from previous meetings can be found on Maryland.Optum.com 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, October 13, 2023.
- Meeting reminders will be sent at the beginning of the month.

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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

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Appendix Items

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 • 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.

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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

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TPL/COB Processing and Reprocessing

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TPL/COB Processing and Reprocessing

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

- 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.**

- **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