Optum

Uninsured Eligibility Requests

Optum Maryland Provider Training and Education

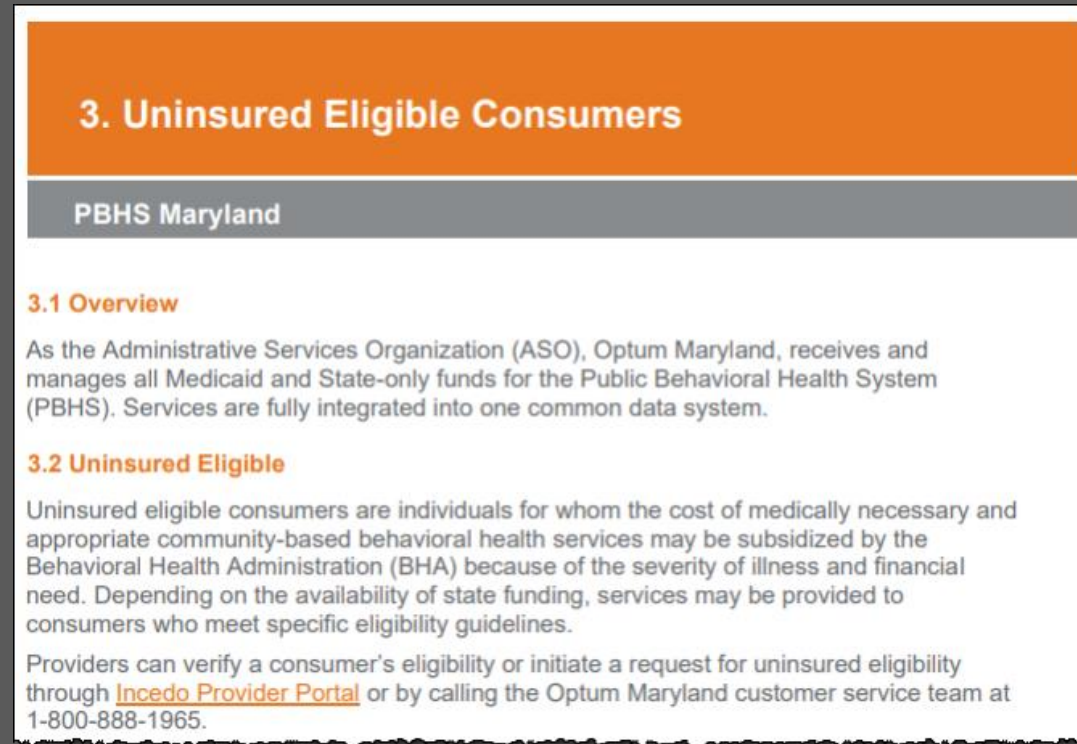**Training Participant Guide**

Key Points

- Uninsured Eligibility Overview
- Eligibility Criteria/Time Spans
- Uninsured Requests Video Tutorial
- Status Indicator/Description
- Tips for Submitting Requests

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Uninsured Eligibility

An overview of **Uninsured Eligibility** can be found in the Public Health Behavioral System Provider Manual

Click the document image below to access the Uninsured Eligibility details

3. Uninsured Eligible Consumers

PBHS Maryland

3.1 Overview

As the Administrative Services Organization (ASO), Optum Maryland, receives and manages all Medicaid and State-only funds for the Public Behavioral Health System (PBHS). Services are fully integrated into one common data system.

3.2 Uninsured Eligible

Uninsured eligible consumers are individuals for whom the cost of medically necessary and appropriate community-based behavioral health services may be subsidized by the Behavioral Health Administration (BHA) because of the severity of illness and financial need. Depending on the availability of state funding, services may be provided to consumers who meet specific eligibility guidelines.

Providers can verify a consumer's eligibility or initiate a request for uninsured eligibility through Incedo Provider Portal or by calling the Optum Maryland customer service team at 1-800-888-1965.

Uninsured Eligibility Criteria

The **Uninsured Eligibility Criteria, Special Conditions Criteria, and Uninsured Time Spans** can be found on the Optum Maryland website under Provider Alerts.

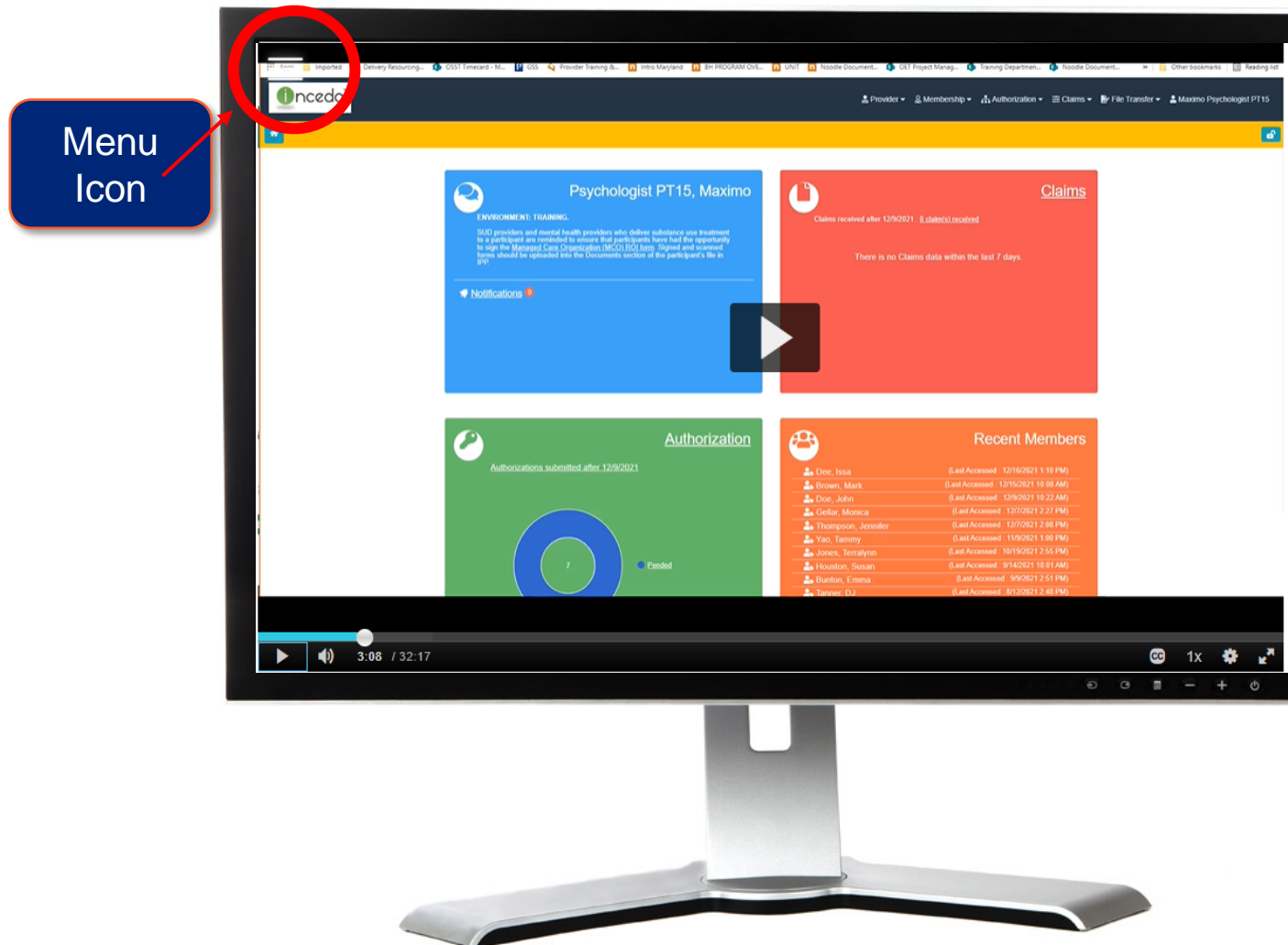*Click the document image below to access the Criteria Policy.*
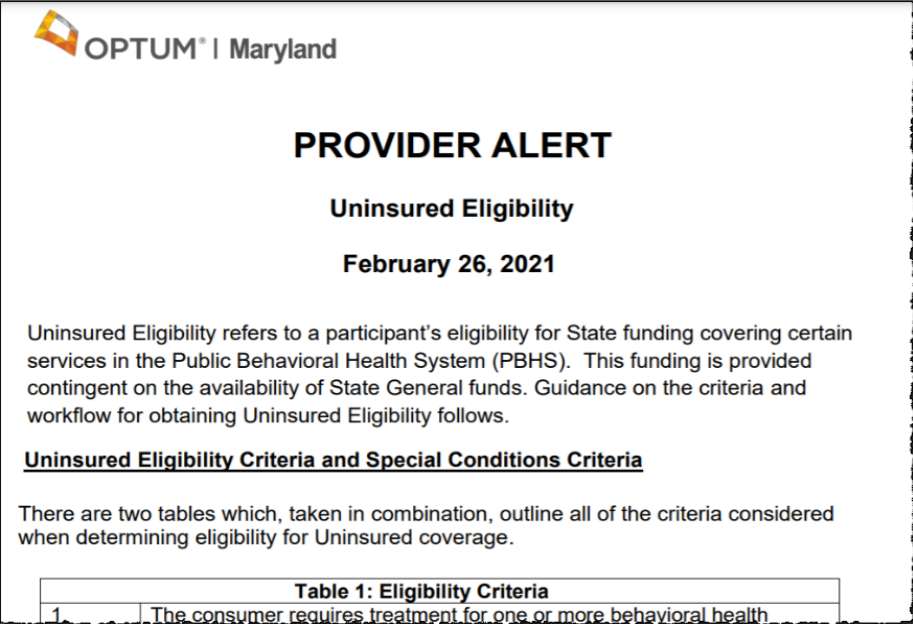
Uninsured Request Video Tutorial

A video tutorial demonstrating Uninsured Eligibility requests using the Uninsured Eligibility and Exception form can be found on the Provider Training and Education Homepage.
Click the image below to access the video tutorial.

Menu Icon

Click the **Menu Icon** in the video player to scan directly to the following chapters:

- Uninsured Criteria

- Adding a New Participant

- Uninsured Application Form

- Uninsured Forms for Existing Participants

- Uninsured Exception Form

- Time Spans and Subsequent Requests

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Uninsured Eligibility Status Indicator

A Status Indicator can now be viewed next to the participant's name to confirm if an Uninsured Eligibility request has been approved. Click the image below to access more details on this update.

Click the document image below to access the Provider Alert.

- Request has been approved and eligibility active: no icon

  Moran, James (145) (05/01/2002)
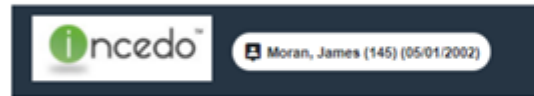
- Request has been denied: red icon

  mako, theshark (329) (12/31/1991)

- Request is pending/not processed yet: grey icon

  philips, michelle (383) (12/31/1991)

Eligibility Reminder

PBHS Providers will use the **Incedo Provider Portal** to request Uninsured Eligibility on behalf of a Participant.
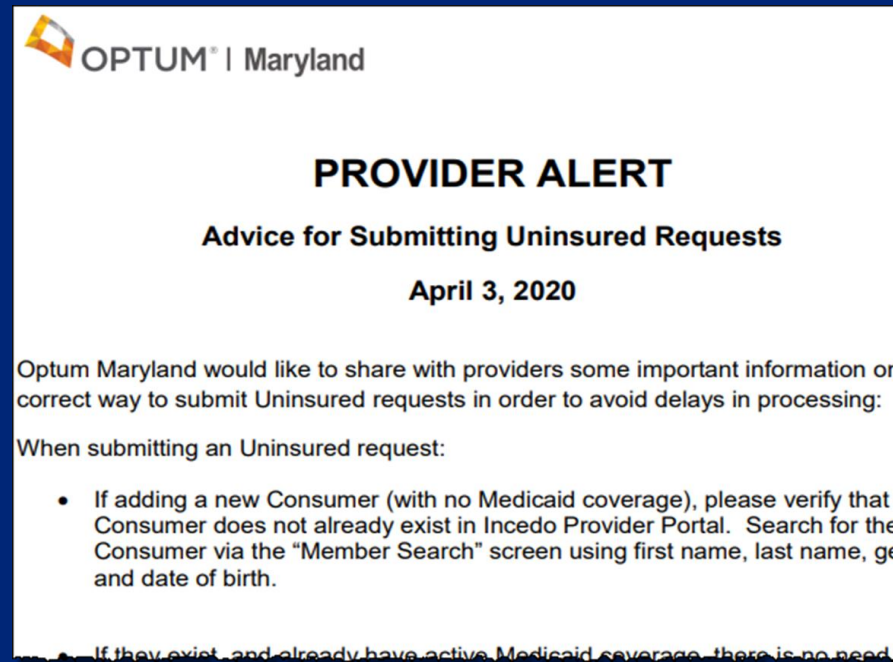
It is the Provider's responsibility to monitor continued renewal of approved Uninsured Eligibility requests during an active authorization span. Monitoring uninsured time spans will help to avoid gaps in eligibility during the approved authorization span.

Use the **Eligibility Criteria** to determine exceptions, documentation requirements, status, and subsequent eligibility span approvals.

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Eligibility Reminder

A list of tips for submitting Uninsured Requests can be found on the Optum Maryland website.

Click the image below to access the Provider Alert.

OPTUM® | Maryland

PROVIDER ALERT

Advice for Submitting Uninsured Requests

April 3, 2020

Optum Maryland would like to share with providers some important information on correct way to submit Uninsured requests in order to avoid delays in processing:

When submitting an Uninsured request:

- If adding a new Consumer (with no Medicaid coverage), please verify that Consumer does not already exist in Incedo Provider Portal. Search for the Consumer via the "Member Search" screen using first name, last name, ge and date of birth.

- If they exist, and already have active Medicaid coverage, there is no need

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Contact Us

Contact the Provider Relations team at
MarylandProviderRelations@optum.com