

## PROVIDER ALERT

### Updates to Long-Term Care Eligibility in the Incedo Provider Portal

August 18, 2022

**Target Audience: Behavioral Health Providers who Provide Services to Adults and Youth in LTC**

Optum has developed an interim solution to correct the long-term care (LTC) eligibility span which has prevented community-based providers from obtaining authorizations for individuals in need of services once the individual has been discharged from an institutional setting.

Eligibility records were updated in the Incedo Provider Portal (IPP) during the week of August 15, 2022. Providers will notice on the “Insurance” screen within the “Member Information” section of the IPP the following coverage records: Medicaid and State, in addition to the existing LTC coverage. Long-term care providers (provider types 07 and 88) should continue to use the LTC span. Community-based providers should select either the Medicaid or State span, depending on the type of service requested.

Providers should take the action shown below according to the authorization issue displayed.

Authorization Issue	Provider Action
Unable to enter an authorization	Request an authorization, backdated
Received an authorization denial	Request an authorization, backdated
Entered an authorization under UNFUNDED	no action, auth will update automatically

When submitting a back-dating request, please follow the instructions in the provider alert from February 2, 2022; [Backdating Exception Authorization Request - 2.2.22.pdf \(optum.com\)](#) and indicate on the form that the participant did not have eligibility at the time of service.

The backdating exception will be granted, however clinical information will still need to be entered and reviewed for medical necessity before an authorization for clinically reviewed levels of care can be approved.

Optum will reprocess claims that were denied for this eligibility issue, once any necessary authorizations are approved. Providers do not need to resubmit claims denied for this reason. Providers will begin to see payments made for these claims on August 25, 2022.

Providers who held claims should submit them once the authorization is approved.

Optum is continuing to work toward a long-term solution for updating eligibility in the IPP and further updates will be forthcoming.

If you have questions regarding the information in this alert, please contact Optum Maryland customer services at 1-800-888-1965.

Thank you,

Optum Maryland Team