



Maryland Provider Council Meeting

August 11, 2023

Hosted by Optum Maryland

Agenda

- 1 Welcome
- 2 MDH and BHA Updates
- 3 Operations Updates
- 4 Provider Questions

MDH Updates

MDH and BHA Updates

Claim Denial Management Project

Details of this project can be found in [this provider alert](#) dated July 17, 2023.

Critical Incident Report

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

Certified Peer Recovery Specialist Services

- Eligible providers who are enrolling to be eligible for reimbursement for CPRS (Certified Peer Recovery Specialist) services may experience system or enrollment issues.
- Providers who encounter such issues should report those issues to our centralized email address for the reimbursement rollout which is peer.reimbursement@maryland.gov.

Operations Updates



Operations Updates

Participant Eligibility Report

- In response to provider feedback, as of August 8, 2023, the “NPI” column of the report will include the NPI associated with the site where treatment was delivered, rather than the provider’s main site.

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, there are two further webinars in this series:
 - [Wednesday, August 30, 2023 | 2:00 – 3:30pm EDT](#)
 - [Wednesday, September 27, 2023 | 2:00 – 3:30pm EDT](#)
- Please note; these webinars build on each other, so we recommend you attend both remaining webinars.

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:
 - [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.*)
 - [Incedo Forms Demonstration](#) (*demonstration of updated PRP forms*)
 - [Functional Impairments](#) (*In a video quiz format*)

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.

Operations Updates - Reminders

Interest Payments for July 2023

- Interest payments now being sent monthly.
- Checks for the period July 1 – July 31, 2023, will be mailed no later than August 14, 2023.
- Letters and claim details are being 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

<p>Checks and Financial Correspondence:</p> <p>Optum Maryland P.O. Box 30532 Salt Lake City, UT 84130</p>	<p>Claims, Grievances Complaints and all other NON-FINANCIAL related correspondence:</p> <p>Optum Maryland P.O. Box 30531 Salt Lake City, UT 84130</p>
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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, September 8, 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