

PROVIDER ALERT

NEW: Top Performing Provider Program for PRP-Adult Providers

February 23, 2024

Target Audience: PRP Providers

Optum and the Maryland Department of Health (MDH) are pleased to share that we will be rolling out a Top Performing Provider (TPP) Program for Psychiatric Rehabilitation Program (PRP) providers who meet certain quality criteria, beginning with PRP-Adult.

Eligible providers who are accepted into the program will benefit from a simpler process for requesting authorizations that requires only attesting to meeting medical necessity criteria (MNC) and submission of certain documents rather than documenting functional impairments and other data in Incedo.

Top Performing Providers are drawn from providers who have at least 120 approved authorization requests in the past rolling 12 months, who have demonstrated accuracy and clinical appropriateness in their authorization requests over the past year, while maintaining good standing in other areas including licensing, accreditation, incident reporting, level of complaints, and audits.

PRP-Adult Programs demonstrating the best performance in a combination of following areas are invited to apply:

- Administrative denial rates and clean claims;
- Authorizations/claims denied for MNC;
- Authorizations shortened for clinical reasons, and
- Do not have a history of legal and audit problems, or complaints.

Eligible PRP-Adult providers will receive an invitation to apply to the TPP program, by email from Optum, shortly.

In order to be accepted into the TPP program, eligible providers who wish to apply will need to demonstrate detailed evidence of:

- An internal corporate compliance program policy including contact information for, and an attestation by the Corporate Compliance Officer.
- Self-audit policies and procedures.

- Examples of at least two (2) self-audits from the prior 12 months.
- Attestations that regulatory requirements are being followed.

Periodic random audits and other review processes will be used to ensure that providers selected for TPP remain eligible.

Thank you,

Optum Maryland Team