

PROVIDER ALERT

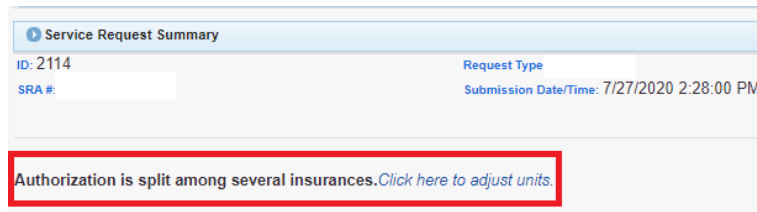
Retroactive Eligibility Functionality

March 5, 2021

Optum Maryland has activated the Retroactive Eligibility functionality in the [Incedo Provider Portal](#). This functionality will automatically update participants' authorization and flag claims for reprocessing using the participants' revised eligibility.

What You Need to Know:

- No provider action is needed
- You will see a link within the Service Request application where you can view the funding split for the authorization (as pictured below). The link implies that changes can be made; however, it is for **viewing only**, and changes cannot be made here:



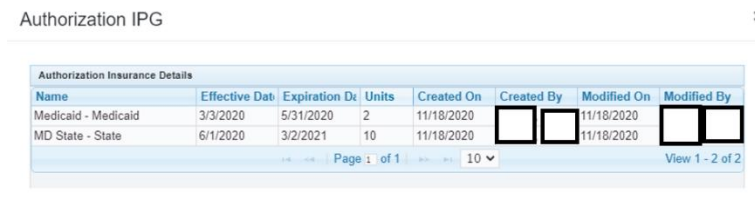
Service Request Summary

ID: 2114 Request Type

SRA #: Submission Date/Time: 7/27/2020 2:28:00 PM

Authorization is split among several insurances. [Click here to adjust units.](#)

Please note that if the “click here to adjust units” link is clicked, it will take you to the Authorization IPG screen (as pictured below).



Authorization IPG

Authorization Insurance Details							
Name	Effective Dat	Expiration De	Units	Created On	Created By	Modified On	Modified By
Medicaid - Medicaid	3/3/2020	5/31/2020	2	11/18/2020		11/18/2020	
MD State - State	6/1/2020	3/2/2021	10	11/18/2020		11/18/2020	

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Although providers will see this new IPG screen, this information is only related to and updated by the retro-eligibility process.

- Claims with dates of service of July 1, 2019, or greater impacted by eligibility changes will be reprocessed
- Claims included in the process are:
 1. Approved claims that had an eligibility change

2. Denied claims for the following reasons:

- Member's coverage not in effect on the date of service
- Service performed is not a covered benefit
- Reprocessed claims will undergo standard adjudication edits and outcomes will be reflected in the PRA, showing payment or denial

If you have any questions about the information in this alert, please contact Customer Service at 1-800-888-1965.

Thank you,

Optum Maryland Team