



PROVIDER ALERT
Claims Rejection Reports
May 14, 2021

Target Audience: All Behavioral Health Providers

Today, May 14, 2021, Optum Maryland is releasing two (2) Claims Rejection Reports created to support providers during the claims estimated payment reconciliation process. This report should be available in the “Download” folder of your Incedo Provider Portal account by Saturday, May 15.

- **Report 1** – will include rejected claims with dates of service from January 1, 2019, to June 30, 2020
- **Report 2** – will include rejected claims with dates of service from service July 1, 2020, to March 30, 2021

The reports will identify rejected claims that were never processed (and therefore, would not appear on a PRA) with the corresponding explanation of the rejection. These reports can be used to identify those rejected claims for resubmission.

Following the delivery of the two reports, providers will receive a monthly report on the fourth Monday of each month. This report will identify rejected claims that were not processed during the previous month, beginning on May 24, 2021 (i.e., the Claims Rejection Report delivered to providers on the fourth Monday in May will identify rejected claims during April).

What You Need to Know:

- Providers do not have to request the reports
- The reports will be automatically delivered to the “download” folder of providers’ Incedo Provider Portal account
- The Claim Rejection Reports include rejected claims submitted in any format, including an 837, the Incedo Provider Portal, or on paper, that were never accepted into the system for adjudication

- The Claims Rejection Reports only include claims that were submitted to Optum Maryland

Upon receipt of the Claims Rejection Report, providers should complete the following actions:

1. Identify if you have:
 - Resubmitted the rejected claim and have received a PRA/835 for the claim. If you have received a PRA/835, resubmission of the rejected claim is not required.
 - Not received remittance for the rejected claim and confirm the most current status of the claim via the Incedo Provider Portal. If the claim remains in a rejected status, please ensure that the necessary corrections are made (as shown in the steps below) and submit a **new** claim.
2. View rejected claims and the corresponding rejection reason and submit a new claim by following action items 3 and 4.
3. Correct the claim deficiencies found in the report according to the corresponding rejection reason listed in the Quick Reference Guide (linked below).
4. Submit a **new** claim if the original claim was rejected. This claim does not need to be marked as a corrected claim because the original claim was not adjudicated. Please note that new claims are subject to all adjudication rules.

A [Quick Reference Guide \(QRG\)](#) has been created to assist providers with understanding the Claims Rejection Report. This QRG includes a list of rejection reasons and important reminders providers should note when viewing the report.

After carefully reviewing the Claims Rejection Report, please contact your Reconciliation Manager, maryland.provpymt@optum.com, or customer service at 1-800-888-1965 for any questions or additional assistance.

Thank you,

Optum Maryland Team

Please visit our website at maryland.optum.com for provider resources, online training, and more information.