

PROVIDER ALERT

Update to Denied Claim Reports Provider Guides

November 9, 2023

Target Audience: All Behavioral Health Providers

In October 2023, Optum Maryland and the Maryland Department of Health posted a Provider Guide and FAQs document regarding the Claim Denial Mitigation Project, along with a Provider Report Key for each of the four reports that may be delivered to providers as part of this project.

A discrepancy has been identified where the report names Optum distributed to providers' Incedo Download folder did not align with the report names given in the Guide & Keys documents and the report names on the files delivered to the Incedo Download folder. The following documents have now been updated to reflect the file-naming convention that Optum will use when delivering reports to providers' Download folders.

Please click below to view updated copies of each document. These are posted on the [Provider Resources](#) page of maryland.optum.com in the page section titled "**Claims Denial Mitigation Project.**"

- [Provider Report Guide and FAQs](#)
- [Provider Denied Claims Catalog Report Key](#)
- [Provider Informational Report: Claims Sent to ASO to Reprocess Key](#)
- [Provider Informational Report: Non-Actionable Claims Key](#)
- [Provider Potential Correction Report Key](#)

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

Thank you,

Optum Maryland Team