

## **PROVIDER ALERT**

### **Participant Eligibility Inaccuracies in the Incedo Provider Portal (IPP)**

**November 17, 2023**

#### **Target Audience: All Behavioral Health Providers**

On or about October 1, 2023, an issue was identified in the way Optum processed the Medicaid eligibility file causing a failure with updating participant records. This is happening in a small percentage of participant records in the Incedo Provider Portal (IPP). This issue is currently under investigation.

Optum Maryland is making every effort to minimize the impact to providers by manually correcting the claims that are denied due to inaccurate eligibility prior to going through check-write.

There might be some claims that do get through, denied incorrectly, or paid under the wrong fund. Once the issue is resolved and accurate eligibility is reflected in the IPP, Optum will reprocess all impacted claims.

No provider action is needed to get claims reprocessed. Providers will receive updated PRAs.

#### **Recommended Provider Action**

- While always recommended, it is especially important now that providers refer to Maryland's Eligibility Verification System (EVS) for the most accurate participant eligibility information.
- If you are unable to obtain an authorization due to the eligibility information in the IPP, select the Unfunded span on the authorization request.
  - This authorization will be updated automatically to reflect the correct funding source once the IPP system is fixed.
- Please do not use the **Uninsured** span unless the participant is truly ineligible per **EVS**.

We will communicate the status of this issue during the week of November 26.

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