OPTUM® | Maryland

Reactivation Frequently Asked Questions (FAQ)

This FAQ addresses questions and concerns regarding the reactivation process of the Incedo Provider Portal (IPP). For additional questions or concerns not addressed in this document, please contact marylandproviderrelations@optum.com.

1. **What does reactivation mean?**
   Reactivation of the system means that starting on July 1, providers must utilize the authorization and claim features in IPP, and payments will be processed through the system.

2. **What is the date for reactivation?**
   IPP system reactivation is currently scheduled for July 1, 2020. Optum Maryland anticipates sending an alert to providers on June 30 to confirm or postpone reactivation.

3. **What action will providers need to take prior to the reactivation process?**
   Effective June 13, providers should direct their efforts to enter in authorizations required for dates of service (DOS), July 1, 2020 and beyond. Providers should discontinue entering authorizations, backdated or otherwise, for the time of January 1 through June 30, 2020. Existing open authorizations spans which end in July and beyond will continue until either date range or units are exhausted. At that time, a new authorization request will be needed. For special circumstances requiring special handling for the DOS, January 1, 2020, until reactivation, please view the Status of Authorization Requirements *alert.*

4. **Is there a dedicated reactivation section on the Optum Maryland website?**
   Yes, you can access the dedicated webpage under the "Behavioral Health Providers" tab on the Optum Maryland website *or by* clicking here*. All reactivation-related items will be regularly posted to this page.*

5. **How will Optum Maryland ensure successful system readiness of the IPP system?**
   Optum Maryland has implemented the following measures to ensure successful system readiness:
   - *Conducting daily monitoring of IPP and performing* extensive provider experience testing.

- *Multiple updates to IPP are being made prior to reactivation, including the most recent update which addresses issues concerning workflow and authorization and claim entry. To view the most recent IPP Update alerts, [click here](#).*

6. **How is Optum Maryland preparing the Customer Service team for reactivation?**
   The Customer Service team has gone through multiple training sessions to understand system functionalities. In addition, we have created a playbook, which is routinely updated to include new learnings to enhance the provider experience during this process. Optum Maryland has also added new team members to accommodate higher call volume and process requests faster.

7. **Will claims really be approved/paid if there isn't an authorization on file?**
   Prior to reactivation, *all **valid** claims with or without an authorization on file will be approved and paid without regard to authorization status. After reactivating IPP, the system will return to customary rules, in which all services must have a pre-authorization on file for the claim to pay.*

8. **Are there any special circumstances applying to the reactivation regarding authorization?**
   Yes, there are several special circumstances. Please view page three of the [Status of Authorization Requirements](#) alert for further details.

9. **How will reactivation impact estimated payments?**
   Estimated payments are currently scheduled to end on July 16 (for the period ending July 12). Optum Maryland will make payments beginning on July 23 through the IPP system for claims submitted and processed from July 13 forward. Optum Maryland will release a separate alert containing additional information on estimated payments, as needed.

10. **Will payment-per-claim be active again instead of estimated payments once reactivation goes live?**
    Yes, once the system is reactivated, providers will receive payment-per-claim either via check or EFT from PaySpan.

11. **Providers are finding the timeline complicated for when to request backdated authorizations. It is unclear if having denied or pended claims**

count as "if you've previously submitted claims, do not request backdated authorizations." This is also the case for backdated authorizations that have been requested and are pended, in process, or denied. Should providers continue to submit authorizations for those same dates of service?

No. When claims have been submitted already, please do not submit retro authorization requests. Authorizations that span beyond July 1 and are incorrectly pended or denied will be fixed prior to reactivation. Authorizations that need to be entered post-July 1 can be entered now with a start date of today or forward.

12. **How does Optum Maryland plan to efficiently and effectively communicate updates and changes to assist providers during this process?**
Optum Maryland will communicate updates and changes to provider by distributing the following:
   - Weekly alerts that will provide status updates and an overview of upcoming training sessions and system fixes when applicable
   - An FAQ document specific to the reactivation, updated and shared weekly