



Maryland Provider Council Meeting

August 14, 2020

Hosted by Optum Maryland





Welcome

Agenda

- 1 Welcome and Opening Comments
- 2 Maryland Behavioral Health Administration Updates
- 3 Reconciliation and Claims Payment
- 4 System Enhancements 277CA, 999 and 835
- 5 Operations Updates
- 6 Provider Questions
- 7 Wrap-up

Maryland Behavioral Health Administration Updates

Reconciliation and Claims Payment

Reconciliation Update

The reconciliation process started July 27 and is planned to span over at least 13 weeks.

As part of this process Optum is releasing claims sequentially in 3 tranches based on processing dates;

- Tranche 1: January/February
- Tranche 2: March/April
- Tranche 3: May/June/July

Providers will have received 835 files for claims, based on processing date.

- Providers should wait until the release of all tranches is complete before taking action on denied, or missing claims, as these may be rectified in a later release of claims.
- 835s for claims released as part of reconciliation will display document creation dates **prior to August 10, 2020.**

Reconciliation Survey

Providers are encouraged to complete the reconciliation survey after carefully reviewing their Reconciliation Summary Reports.

- The Reconciliation survey is a means for Providers to return their feedback on the information presented in the reconciliation summary reports. The survey can be used to request a detailed report and/or a reconciliation manager.

Optum Maryland staff are engaging with Providers who have requested support;

- Providers will not be contacted by a reconciliation manager immediately, the following will occur:
 - Providers who requested to engage with a reconciliation manager will receive an initial email with instructions on taking “next steps”
 - After following these steps, the Provider should reply to the email to confirm they are ready to meet with a reconciliation manager
 - Initial meeting with reconciliation manager will be scheduled

First Claims Payment by Optum

First payment by Optum Maryland made on August 13-14 for claims processed August 3 through August 9.

The full amounts due to Providers for claims processed during the period of August 3 through August 9 have been paid on the following schedule:

- Medicaid payment made on August 13, 2020
- State payment made on August 14, 2020

Optum Maryland is auditing 100% of PRAs. This audit process has been underway over the past week and will continue for a few more days.

- 82% PRAs associated with Medicaid payments loaded into PaySpan on Thursday, August 13
- 88% associated with State payments will be loaded by Friday, August 14
- Remaining PRAs will be loaded every day as auditing is completed
- Process expected to be fully complete by August 21
- This audit process delay will **not** affect actual payments, only the release of the PRAs

Claims Payment

- PRAs and 835 files posted to PaySpan
- PRAs and 835s for the August 13 payment and forward will display document creation dates of August 10, or later.
- Providers should routinely submit claims into IPP. Claims processed Monday – Sunday each week will be included in the weekly payment cycle.
- We encourage Providers to submit claims well in advance of the Sunday deadline to ensure inclusion in the following week's check write

System Enhancements

277CA:

- Optum is implementing a 277CA response file by late August to give billing staff comprehensive and timely feedback for their 837 claim file submissions. The 277CA will convey an acknowledgement of each claim within the associated 837 file.
- Pilot testing with two agencies is starting August 14.

999 Acknowledgement Files (for 837 claim files submitted)

- Invalid 837 files cause no 999 to be generated
- Contact Optum Maryland EDI Support at email address: omd_edisupport@optum.com to request review with specific date & time files were submitted
- Optum EDI staff will review to identify reason for the failure

835 files:

- At the completion of the payment cycle and subsequent quality review, the files are posted to PaySpan
- Enhancement to populate line-item-control number is in-progress

Operations Updates

PRP Rule Change

- Administrative denials that have now been overturned
- FAQ document coming out soon
- Optum is pending H2018 for seven days before processing to be sure to capture all encounter information (H2016)

Uninsured

- Clarification of how uninsured requests will be processed.

Residential SUD Rates (Different from previous ASO) Residential SUD Rate update for 7-1-19:

- Some residential SUD Providers did not receive the rate increase prior to the change over from Beacon to Optum.
- Optum has reviewed these claims; in majority of cases Providers need to send in corrected claims
- Files reviewed with sample of Providers, Optum will send out the balance with billing instructions next week.

Operations Updates

Authorization Plan Changes

- 24 units will be allowed for E/M codes
- Outpatient initial authorization plan for individual/group Providers will offer 24, rather than 12 units.

Temporary extension of authorization entry

- Authorizations can be entered retroactively for dates of service July 1, 2020 and forward, until August 31, 2020 to allow Providers time to get authorizations in the system.
- From September 1, 2020 forward, preauthorization is required. Providers will be able to back-date by seven days, where necessary.

Authorization Requests from the Emergency Room - Clarification

- If a Provider wishes to get a pre-certification while patient is in the ER, they should call us rather than submit request through IPP.

Extension of Telehealth

- The federal Public Health Emergency has been extended, effective **July 25, 2020**. (*Under section 319 of the Public Health Service Act, this extension is for 90 days and can be extended, or until the Secretary declares the Public Health Emergency no longer exists*).
- Providers may continue the good faith provision of services, as previously authorized by MDH, using non-public facing audio or video communication products during the continued nationwide public health emergency.
- Programs who's licenses are due for renewal during this period will receive an extension of 30 days after end of emergency.

Provider Questions

Provider Council Information

- Slide decks from previous meetings, and associated FAQs can be found on [Maryland.Optum.com](https://maryland.optum.com) at the following links:
 - <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/tools.html>
 - <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/council.html>
- The next Provider Council meeting will be held on **Friday, September 11, 2020**.
- Meeting reminders will be sent at the beginning of month.

Frequently Used Phone and Email Addresses



Maryland Public Behavioral Health System **1-800-888-1965**

- Option 1 Participants
- Option 2 Providers

Maryland Provider Relations -
marylandproviderrelations@optum.com

Token and Incedo Provider Portal Registration questions -
omd_providerregistration@optum.com

Maryland Provider Payments - maryland.provpymt@optum.com

To register for Provider Alerts - marylandprovideralerts@optum.com

Thank you.

The Optum Maryland Team

