Maryland Provider Council Meeting

January 12, 2024
Hosted by Optum Maryland

Optum | Maryland

Agenda

1 Welcome

2 Operations Updates

3 Provider Questions

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Operations Updates

Operations Updates

Effective January 1, 2024, TPL requirements, outlined in COMAR 10.09.83, have been reinstated.

- Specifically, the requirement of notification when TPL becomes known after a claim was processed as primary.

- When TPL information is received/identified after a claim was processed, Optum will evaluate the claim to determine if the primary coverage is liable.
    - If the primary carrier should have paid the claim, Optum will send notice to the provider on a payment remittance advice (PRA).
    - Optum will reprocess the claim to an "approved" status and the payment remittance advice (PRA) and 835 file will show the following codes:
        - Incedo code "430" - Contract amount, TPL 75-day clock
        - CARC code "22" - This care may be covered by another payer per coordination of benefits
        - RARC code "N23" - Patient liability may be affected due to coordination of benefits with other carriers and/or maximum benefit provisions
            - CARC code 22 and RARC code N23 are specific to this scenario and denote the start of the 75- day clock

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Operations Updates

Third-Party Liability Requirements Effective January 1, 2024

- Explanation codes will be shown on the individual claim line of the PRA, with a description of the codes at the end of the PRA, as shown below.

Serv	Services Dates	Service Code	Mod Code	Units	Charged	Fee Schedule Amt	Allowed Denied	Other Ins	RSA	Payment	Explain Codes
100	12/01/2023 - 12/01/2023	H0032		1	$110.00	$0.00	$0.00 $110.00	$0.00	$0.00	$0.00	CO22 430 N23
				Subtotal:	$110.00	$0.00	$0.00 $110.00	$0.00	$0.00	$0.00	

Explanation Code	Description
430	Contract Amount, TPL 75 Day Clock
CO22	This care may be covered by another payer per coordination of benefits
N23	Patient liability may be affected due to coordination of benefits with other carriers and/or maximum benefit provisions

The date of this PRA notification will start the clock on a 75 calendar-day period in which the provider should attempt to receive payment remittance from the third-party payer.

- The provider should submit a claim to the third-party liability insurance.
- A corrected claim with primary payer remittance can then be submitted to Optum for secondary payer/coordination of benefits claim processing.
  - If the provider does not submit a corrected claim with primary payer remittance to Optum within 75 days, the claim will be reprocessed to deny for lacking coordination of benefits with the third-party liability insurance(s) and payment will be retracted.

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Operations Updates

Martin Luther King Jr. Day Call Center Closure

- The Optum Maryland call center will be closed on **Monday, January 15.**
    - o Our clinical staff will be available for crisis calls and emergency services via the Optum Maryland toll-free number, 1-800-888-1965.

EP and Negative Balance Recoupment

- The deadline for repayment of outstanding estimated payments and negative balances (for providers who are not on a payment plan) was December 31, 2023. Thank you to those who have repaid their balances.

- Optum is finalizing a summary analysis of outstanding balances with MDH. Further information regarding repayments will be forthcoming.

- We continue to encourage providers to work with their reconciliation manager on any outstanding issues.

Medicare Coverage of LCPCs

- Effective January 1, 2024, LCPCs are eligible for Medicare reimbursement.

- Providers are encouraged to enroll with Medicare as soon as possible. Medicaid is evaluating this change that will include a grace period for providers.

- Once enrolled with Medicare, providers can get a retrospective billing date for up to 30 days prior to the effective date of their Medicare enrollment, but no earlier than January 1, 2024.

- View full details, here.

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Operations Updates

Reminder of Turn-around Times for Authorization and Claim Processing

- Turn-around time (TAT) for processing authorization requests for non-urgent levels of care is 14 days.

  - Authorizations that are not approved or denied within 14 days will be administratively approved on day 15.

- If you have concerns about authorization processing that is outside of these turnaround times, contact the Optum Maryland call center (1-800-888-1965) or email marylandproviderrelations@optum.com and provide the SRID of the authorization.

  - The real-time status of authorization requests is reflected in Incedo.

  - When an authorization is administratively denied, details will be given in the "Pencil Note."

- TAT for claim processing is 14-days.

- If you have concerns about claim processing that is outside of this TAT, contact the Optum Maryland call center (1-800-888-1965) or email marylandproviderrelations@optum.com and provide the following details: Claim ID number, participant ID, and date of service.

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Operations Updates

Issue Reporting Process

- The process for reporting issues and concerns is to first contact the Optum Maryland call center to report an issue. A reference number will be given to you specific to the enquiry.

  - If it is necessary to escalate the issue, the reference number provided by the call center will be required.

Reminder of Clinical Documentation Requirements

- Providers are reminded that all clinical documentation entries (including referrals to PRP) must be signed and dated, and include the credentials of the provider performing the action and completing the document.

  - If the signature of the documenter is illegible, it must be accompanied by a printed name.

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Operations Updates - Reminders

Interest Payments for December 2023

- Interest payments now being sent monthly.
- Checks for the period December 1 – December 31, 2023, will be mailed by January 16, 2024.
- Letters and claim details will be delivered to the Incedo Download folder.

Reconciliation Emails

- Please ensure that all reconciliation-related correspondence is routed to Maryland.provpymt@optum.com and copy individual reconciliation manager email addresses.
- Even if you are communicating directly with a reconciliation manager, please copy Maryland.provpymt@optum.com on all emails.

Operations Updates - Reminders

Sending Postal Mail to Optum Maryland

Checks and Financial Correspondence:	Claims, Grievances Complaints and all other NON-FINANCIAL related correspondence:
Optum Maryland P.O. Box 30532 Salt Lake City, UT 84130	Optum Maryland P.O. Box 30531 Salt Lake City, UT 84130

Providers are asked to ensure that their contact information (mailing address, email address, phone number, etc.) is updated/correct in MMIS (via ePREP) for important correspondence.

Please check the Dashboard in the Incedo Provider Portal for important notifications including system downtime and new downloads
- Optum will use the Download folder within Incedo as one means of delivering important information.

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Provider Questions

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Provider Council Information

Slide decks from previous meetings can be found on Maryland.Optum.com at the following link:
https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html

- **The next Provider Council meeting will be held on Friday, February 9, 2024**
- Meeting reminders will be sent at the beginning of the month.

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Frequently Used Phone Numbers 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 (Please note the underscore in this email address: "omd_providerregistration…"

Maryland Provider Payments - maryland.provpymt@optum.com

Maryland EDI Team – omd_edisupport@optum.com (please note the underscore in this email address: "omd_edisupport…)

To register for Provider Alerts - marylandproviderrelations@optum.com

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Thank you

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Appendix Items

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MDH Behavioral Health Administration

State Opioid Response Grant Newsletter

FALL 2023

Introduction

The purpose of this newsletter is to provide you with valuable information and resources from the Behavioral Health Administration (BHA) about the Maryland State Opioid Response Grant (SOR) projects and updates about our accomplishments. SOR projects play a critical role in combating the overdose crisis that is impacting the lives of many Marylanders. Read up on the latest developments, current events, webinars, trainings, and success stories associated with SOR. This grant is funded by Substance Abuse and Mental Health Services Administration (SAMHSA) and provides support for Prevention, Treatment, and Recovery services in Maryland with the goal of decreasing overdose from opioids and stimulants through initiatives that provide needed services to fight the overdose crisis.

Welcome Deputy Secretary Alyssa Lord

Alyssa Lord is the new Deputy Secretary for Behavioral Health at the Maryland Department of Health (MDH). She brings more than 20 years of experience in community and population health. Ms. Lord has focused her efforts on working collaboratively across local, city, state, and federal entities to improve the health outcomes across the lifespan.

Prior to joining MDH, Ms. Lord served in a number of leadership positions that combined direct service, advocacy, policy, and strategy in New York and New Jersey. Most recently she was Vice President, Healthcare Strategy at a large ($120 million+) housing, healthcare, and workforce development nonprofit where she was responsible for setting the vision for healthcare, behavioral health, and substance use services for homeless and unstably housed New Yorkers. In previous positions she led the implementation of care coordination services for clinically, behaviorally and socially complex Medicaid, dually enrolled, and special needs plans beneficiaries. She was also responsible for establishing a university-community partnership in West Philadelphia that led to the implementation of a school-based health center/federally qualified health center and the development of an innovative health careers curriculum for middle and high school students. Ms. Lord earned Master's degrees from New York University and the London School of Economics.

SOR Briefing for Secretary of Health

On May 1, 2023, under the direction of the BHA executive leadership, the SOR team had the privilege of briefing the new Maryland Department of Health Secretary Laura Herrera Scott, on the history, goals, current initiatives and outcomes of the State Opioid Response Grant in Maryland.

SOR III, Year One Stats

Here are some results of **Maryland's impact on reducing opioid overdoses** through August 31:

54,904
Number of individuals served

1,172
Number of youth served

1,908
Number of individuals who started medication for opioid use disorder

78,070
Number of peer encounters

19,073
Number of individuals receiving care coordination

56,967 DOSES
Number naloxone doses distributed

20,054
Number of individuals trained in naloxone administration

Food Crisis (Averted)

As you may be aware, SAMHSA previously allowed up to $3/day per participant for the purchase of snacks for individuals participating in SOR funded activities; however, in the SOR III Notice of Funding Opportunity (NOFO), SAMHSA disallowed SOR funds for this purpose. BHA informed its partner organizations of this change and were asked to reallocate the unexpended funds for food to other line items within their budgets.

BHA recognizes that for certain SOR-funded initiatives, food is an essential component of treatment. BHA worked with entities to identify alternative funding sources to fully cover the cost of food that was allocated within their original budget submissions for SOR III.

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Government Performance and Results Act

The BHA Applied Research and Evaluation Team will be collecting SOR II No Cost Extension and SOR III Government Performance and Results Act (GPRA) interview submissions until the new vendor is onboarded for SOR III. We have created a GPRA resource webpage that will serve as a hub for the GPRA data collection and submission process.

GPRA Eligible Programs:

The following SOR-funded programs are required to offer clients participation in the GPRA evaluation:
- Adult Recovery Houses
- Contingency Management
- Crisis Beds (for stays 48 hours or longer)
- Intensive Care Coordination
- Medication Adherence Technology - EMOCHA
- Medication Adherence Technology - Pill Dispensers in OTPs
- Medication Assisted Treatment in Detention Centers
- Young Adult Recovery Housing

Updated GPRA Interview Tool

SAMHSA released an updated GPRA interview tool that must be used for all interviews beginning January 21, 2023. This updated tool has removed questions that were deemed unnecessary and streamlined sections of the data collection process to make it easier for both the interviewer and the client. Please visit the MD GPRA page to access the reporting tool: GPRA Reporting Webpage.

GPRA Interview Submission:

You will now submit all GPRA interviews using Qualtrics instead of RedCAP. The survey site looks different from RedCAP, but functions in much of the same way. In Qualtrics you can:

1. Upload a scanned copy of the GPRA Interview Tool
2. Enter the data manually, or
3. Both upload a scanned copy and enter the data manually.

Any of these options are sufficient for submitting completed interviews.

Budget Revisions

This year, we were required to add more detail than ever to our SOR III budget justifications for each initiative that is funded through this grant. Moving forward, budget line items — such as purchase of care, travel, advertising, other supplies and human services contracts — will need to be accompanied by a justification and unit cost breakdown.

SAMHSA site Visit 2023

Day 1	Presentation to SAMHSA
Day 2	Visit to Gaudenzia Visit to Baltimore Harm Reduction Coalition

The SAMHSA site visit conducted July 20-21, 2023 for the Maryland State Opioid Response (SOR) 2020 No Cost Extension (NCE) and SOR 2022 was a success! The SOR team and other BHA program staff presented an overview of the Maryland opioid crisis and challenges, along with a summary of all the SOR program initiatives. The SAMHSA Grants Projects Officers led a question and answers session with the BHA SOR program leads, visited Gaudenzia's crisis beds and the Baltimore Harm Reduction Coalition where they were able to see first hand the wonderful work our providers are doing for the community. We are grateful for the BHA program leads, our providers, and the Opioid Operational Command Center for making this possible.

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In the Spotlight

Electronic Mobile Comprehensive Health Application

Electronic Mobile Comprehensive Health Application (EMOCHA) is a medication adherence application that delivers a digital form of Directly Observed Therapy, a practice used by public health departments across the country for over 40 years. In this model, a healthcare worker virtually observes a patient taking every dose of their medication through the application on a phone or laptop and supports the patient in addressing social and behavioral adherence barriers. Behavioral Health System Baltimore successfully implemented the EMOCHA project at the University of Maryland School of Medicine through their outpatient treatment services for opioid use disorder.

Patient Daily Medication Check-in & Engagement
Easy-to-use mobile app available in over 22 languages

emocha Health™

Maryland Primary Care Program/Medication for Opioid Use Disorder

The Maryland Department of Health/Program Management Office (MDH/PMO) is seeking to provide participating Maryland Primary Care Program (MDPCP) practices with the resources necessary to implement Medication for Opioid Use Disorder (MOUD) services. MDPCP currently has over **530 practices across the state**, including **12 Federally Qualified Healthcare Centers** (FHQCs). The MDPCP/MOUD program addresses a critical component of Maryland's State Opioid Response Plan to expand access to life-saving medications for treating opioid use disorder, using the Food and Drug Administration-approved drugs that can be prescribed in office-based settings. The MDPCP/MOUD initiative is set to begin implementation in SOR III Year 2 starting September 30, 2023 through September 29, 2024.

SOR Success Story

Ms. KN came to Gaudenzia as a referral from the WARMS center. Ms. KN is a 67-year-old African American woman who is non-ambulatory and has dementia. When Ms. KN came to us she did not have any support from family, friends, or outside agencies (that she could recall). Ms. KN did not have health insurance, identification documents, or funding. Ms. KN came to us initially for substance abuse yet her need for individualized care and assisted living became a priority. Ms. KN now has both Medicare and Medicaid and she is now able to be assessed properly for mental and physical health needs. Ms. KN now has access to the family including her sister and aunts as additional support. Ms. KN was transferred to an assisted living facility and attends meetings daily. Ms. KN was able to regain access to her bank account, bank card, retirement, and SNAP benefits. She is waiting to hear back from SSI regarding disability funding. Ms. KN is well on her way to healthy supportive living with the efforts of Gaudenzia.

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Mark Your Calendar

End of Year Progress Report - Due by December 29, 2023!

You can begin to prepare your reports now based on the following:

- Major accomplishments for each of your approved activities (i.e., treatment, recovery support and prevention). Include outcomes data for each activity; and
- Barriers and how you have addressed them. Include any barriers still left to address.

Carryover Funding

SOR III Year One will be due by the end of December 2023 Those funds are not approved until the following year and dispersed in March 2024.

ASKED &ANSWERED: SOR IIIFAQS

▶ Find and review the full
[SOR FAQ document](#)

Behavioral Health Administration
55 Wade Avenue
Vocational Rehabilitation Bldg.
Catonsville, MD 21228
410-767-6500
Health.maryland.gov/bha

Requesting Assistance

Contacting us by using the right method will expedite resolution of your issue.

Use of self-service capabilities that are available (training videos, provider alerts) will expedite resolution of your issue

Item	Method to Contact Optum
Authorization Backdating	Instructions can be found in this alert: 3.29.23 Backdating Exception Authorization Request.pdf (optum.com)
Password resets	omd_incedo_admin@optum.com
Training Assistance	Optum Maryland - Provider Training & Education
Claim status	Contact the Call Center at 1-800-888-1965
Authorization Corrections	Instructions for submitting authorization corrections: Changes to Submitting Authorization Corrections-APPROVED.pdf (optum.com)
Optum MD FAX	1-855-293-5407 • Do not fax claims, letters, or forms (other than the ones below) to this fax number. • This fax is only used for MCO/DORS Release of information forms. Access the contact us menu on the web site for a description of the intake areas for these items.

- Known Incedo system issues will first be reported on the Incedo dashboard.

- Issues that extend beyond one business day will be posted on the Optum Maryland website.

- Issues affecting log-in to the Incedo portal will be posted on the Optum Maryland website as soon as they are discovered.

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MDH Updates

Audit of Denied Claims

- In a provider alert dated July 17, 2023, the Maryland Department of Health (MDH) announced that a project to audit denials for claims originally received by Optum in CY2020 and CY2021 began on July 1, 2023.
- As a result of this audit, Maryland service providers who billed the Public Behavioral Health System (excluding laboratories and acute care general hospitals) may benefit from this audit of denials.
- Detailed reports will be made available to providers, accompanied by a summary showing the total billed dollars of the denied claims. This information will be delivered to the Incedo Download folder.
- In the next quarter (July-September 2023), providers will need to ensure they have an Incedo "Download" folder to facilitate delivery of this information through the Optum portal.
- If providers have a balance due for estimated payment or other reprocessing projects, including negative balance, those balances will be satisfied first. Any reprocessed claims will yield PRAs so providers will be aware of any benefit from this project.
- Providers who are concerned about 2019 claims that were submitted to the previous Administrative Services Organization (Beacon Health Options), not to Optum, will be informed of a process to dispute these denials in a future provider alert.
- Please see the July 17 provider alert for full details.
- Please send questions to marylandproviderrelations@optum.com

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TPL/COB Processing and Reprocessing

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TPL/COB Processing and Reprocessing

2020/2021 TPL Claims Paid as Primary then down adjusted	Important information

2020/2021 TPL Claims Paid as Primary then down adjusted

- Claims were paid as primary, then retracted based on updated TPL files from MDH loaded to Incedo

  - **DOS through 12/2022 are complete**
    - **2022 Claims**
      - **Processed 347 claims with $65k**
      - **Paid on checkwrite 12/1/2022**

  - **Optum continues to align with MDH and implement processing requirements for the post public health emergency processing of COB claims (See 8/2/2022 provider alert for details).**
    - **This will include an update to the COB portion of the handbook and other provider notifications.**

Important information

- **See Provider Alert:** 9-22-22: New: Process for Electronically Submitting COB Claims with an EOB
  - Now able to submit EOBs for $0 pay from another payor through the Portal:
  - When other carrier paid, complete boxes 11d, 9 a and d, and box 29
  - Submit the claim electronically through the portal or 837 process
  - See the provider alert for specific/detailed instructions

- **See Provider Alert:** 8-5-22: Issues Impacting Participant Eligibility
- **Medicare Advantage Plans:**
  - Update guidance will result in the following:
    - Claims submitted to OPTUM will deny for Service Payable by Other Primary Carrier
    - Providers must submit to Medicaid via paper or portal submission
    - Instructions can be found: https://health.maryland.gov/mmcp/pages/provider-information.aspx
    - E Medicaid Portal and Instructions: https://encrypt.emdhealthchoice.org/emedicaid/

- **MDCR Crossover Claims:**
  - Do not send to Optum
    - These will result in denial of Service Payable by other Primary Carrier
  - Will automatically cross from Optum to MDH for processing

- **Participant disagrees with TPL Record:**
  - Process outline in previous meeting notes