![OPTUM | Maryland]

PROVIDER ALERT

Advice for Submitting Uninsured Requests

April 3, 2020

Optum Maryland would like to share with providers some important information on the correct way to submit Uninsured requests in order to avoid delays in processing:

When submitting an Uninsured request:

- If adding a new Consumer (with no Medicaid coverage), please verify that the Consumer does not already exist in Incedo Provider Portal. Search for the Consumer via the "Member Search" screen using first name, last name, gender and date of birth.

- If they exist, and already have active Medicaid coverage, there is no need to create a new Consumer record.

- If they do exist, but they have no active Medicaid coverage, complete an eligibility application in Incedo. If they meet the eligibility requirements, Optum Maryland will process the request.

- If the Consumer does not meet the eligibility requirements, Providers are to complete the eligibility exception form in Incedo and assign it to the CSA/LBHA/LAA for the jurisdiction in which the Consumer resides. This request will get assigned to the CSA/LBHA/LAA work queue in Incedo for review and determination.

- When adding a new Consumer select UNINSURED insurance/plan not UNFUNDED.

- When adding a new Consumer, place N/A in policy field. When the record is created, Optum Maryland will assign a policy# that starts with a "U" followed by an Optum assigned ID#

- Uninsured requests without a completed eligibility application in Incedo will be denied.

- There is no need to fax a copy of the completed eligibility application to Optum Maryland.

- Uninsured eligibility exception requests must be entered in Incedo. A faxed copy of an exception form will not be accepted.

For further information concerning the uninsured process, please see the Uninsured Section in the Provider Manual located at:
https://maryland.optum.com/content/dam/ops-maryland/documents/provider/Maryland%20Provider%20Manual_Product%20Implementations_BH2535_FINAL_REVISED-02.05.20.pdf

For further information, or help with submitting Uninsured requests, please contact marylandproviderrelations@optum.com

Optum Maryland would like to reassure providers that all of our services are operating as normal during the current national response to COVID-19. Providers can continue to contact us at 1 (800) 888-1965. After-hours and holidays will be covered by clinical night staff for crisis and emergency services.

Thank you,

Optum Maryland Team