



PROVIDER ALERT

Historical Authorization Load: Phase 2

March 29, 2020

Optum Maryland is moving into the next phase of application stabilization and will complete the migration of historical services authorized under the previous ASO on the Incedo Provider Portal (IPP) during the evening of March 29th - March 30th. Here are the key points:

- None of the authorizations that you have entered into the Incedo portal, or the authorizations that were entered by Optum as a result of a telephonic request, will be impacted.
- The phase 2 process will look to match the authorization (which was modified in step 1, completed on March 15) to the corresponding authorization in the Historical Authorizations file.
- At the completion of phase 2, pseudo authorizations that match the open historical authorization file will be updated in the system to mirror a consolidation of all the original authorizations issued in 2019.
- For more information regarding phase 1, [please click on this link](#).

Before Image:

Auth Status	Pr	Pl	Procedure	Start Date	End Date	Units	
Approved			UNI 4100914 - MH-OP-IPS-A-0914-Psychiatric/Psychological Services- Indiv	4/3/2019	6/3/2019	6	

For the service above, 6 units are shown representing 6 claims on file between the dates between 4.3.19 and 6.3.19

After Image:

Auth Status	Pi	P	Procedure	Start Date	End Date	Units	C
Approved	UN	41	0914 - MH-OP-A-0914-Psychiatric/Psychological Services- Indiv	1/18/2019	2/19/2020	152	

This image represents the updated authorization in the Incedo Provider Portal with the total number of units authorized for this service between 1.18.19 and 2.19.20.

We expect that the majority of authorizations will update without issue. However, you may notice that authorizations have not updated as expected, do not resemble the example shown above, or still contain a flag. As a point of clarification, the flag represents an authorization that has not yet matched and no further action is required by your organization. In this instance, please be advised that after phase 2 runs, at a date to be confirmed, Optum Maryland will complete a further, final step in which any issues that have not been addressed by phase 2 will be corrected and flags will be filtered out.

For additional questions, please feel free to reach us at:
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 staff for crisis and emergency services.

Thank you,
Optum Maryland Team

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