



PROVIDER ALERT

IMPORTANT TRANSITION DATES REMINDER

DECEMBER 10, 2019

Effective January 1, 2020, Optum Maryland will be the ASO for Maryland's Public Behavioral Health System. The information contained in this alert is a reminder for the key information and dates for provider actions to prepare for the transition.

Authorization for Services:

- Beacon Health Options will continue to authorize services through 12/31/19.
- Optum will begin to authorize new and concurrent services on 1/1/20.
- Beacon will continue transferring authorization data through December and January to Optum for Optum to import the authorizations into their system. This means that providers will NOT need to re-enter existing authorizations in Optum's system. As would normally occur, only new and concurrent requests will need to be continued.
- New and concurrent requests will be submitted into Optum's portal as of 1/1/20.

Claims "Cut Over" to Optum:

- Beacon will receive claims from providers through 12/29/19 11:59pm, for adjudication on the 1/2/20 check run. Claims submitted to Beacon after this date and time will be given a denial code and providers will need to resubmit these claims to Optum.
***NOTE: Providers will not receive Beacon issued Payment Summary Vouchers (PSV) for these claims and will need to call in to identify if this denial code was applied. Denial code will be included on an updated alert.*
- Providers will submit claims to Optum beginning 12/30/19.

Check Runs:

- Beacon will process check runs for claims submitted through 12/29/19. Beacon's last check run will be on 1/2/20.
- Optum's first check run will be the week of 1/6/20. Claims submitted to Beacon on or before 12/29 that did meet "clean claim" requirements and are not included in the Beacon check run, will be transferred to Optum. Once the claims successfully adjudicate, Optum will process the payment on the next check run.

Important Reminders:

- The Maryland Department of Health posted new Frequently Asked Questions (FAQs) on Friday, 12/6 to the ASO Transition webpage – health.maryland.gov/mdh-aso-transition.

- ***DON'T FORGET*** - All **Provider Connect administrators must complete Optum Maryland's survey no later than December 20, 2019** in order to receive your login and token to register in the new Provider Connect for claims submission, eligibility verification, authorization requests, and access forms. Click this link for the survey:
https://optumhealthresearch1.co1.qualtrics.com/jfe/form/SV_eDUREdSUWai9xRP.
- Please direct transition-related questions to: mdh.bhasotransition@maryland.gov

Provider Alerts can be viewed online by clicking on the following link:
http://maryland.beaconhealthoptions.com/provider/prv_alerts.html.

Provider Alerts typically published to the website within 10 business days.

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