

Provider Alert

Reconciliation for Weekly Estimated Payments

March 19, 2020

As Optum Maryland and the Maryland Department of Health (MDH) work to correct issues with the Incedo Provider Portal (IPP), a joint team is developing the reconciliation process for the weekly estimated payments. We anticipate announcing the details of this process in the next few weeks. In the meantime, we would like to address some questions we've been asked in conversations with providers.

1. *"How is the reconciliation process being developed?"*

A joint MDH/Optum team has been working to develop a comprehensive reconciliation process. Their deliberations have considered provider input received during a variety of meetings and conference calls. In addition, MDH and Optum will engage a provider workgroup to obtain direct feedback on the reconciliation process. We anticipate this meeting will occur in the next couple weeks.

2. *"When the system is reactivated, how will claims be processed?"*

The team is considering a "stabilization" period of a few weeks when the system is reactivated and processing "new day" claims. Also, this stabilization period will allow time for providers to evaluate the accuracy of any amounts MDH/Optum determines they were overpaid from the estimated payments that are identified in an initial Explanation of Payments for claims adjudicated during the estimated payment period.

3. *"Will providers be required to repay overpayments immediately or will there be flexibility in the repayment process?"*

The team is considering different options for reconciling overpayments. We anticipate implementing a process for providers to reconcile overpayments as a percentage of providers' weekly payments going forward.

4. *"Will providers have an opportunity to review or appeal denied claims they feel were incorrectly adjudicated?"*

Providers will receive an Explanation of Payments for claims adjudicated during the estimated payment period to assist in evaluating denials. MDH/Optum is considering the duration of the appeals process in conjunction with a “stabilization” period (described in #2 above).

5. *“When will the system be reactivated?”*

Optum Maryland continues to work toward reactivating Authorizations and Claims in the system in April.

For questions or concerns related to the weekly estimated payments or the reconciliation process, please email us at maryland.provpymt@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

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