



## PROVIDER ALERT

### Retro-Eligibility Solutioning: Adjustment to Check-write

**April 14, 2021**

Earlier this week, Optum Maryland shared an update regarding provider concerns related to the [Retroactive Eligibility functionality](#) that was activated in February to re-process 2020 claims for which there was a change or related issue in the participant's eligibility status since the time of service. Click [here](#) to view more details from that communication.

As we work to develop solutions that provide visibility into reprocessed claims and aid in the remediation of negative balances, Optum and Maryland Department of Health have implemented an adjustment to this week's check-write that addresses the issue of State-funded claim payments and allows the claims to flow normally despite the negative balance. This measure impacts claims processed\* after April 4, 2021.

Please note that this does not relieve the negative State account balance but provides a means for paying relevant claims that would otherwise be held until that negative balance is satisfied.

If you have questions about the information in this alert, please contact Optum Maryland customer services at 1-800-888-1965.

Thank you,

Optum Maryland Team

\*The alert that was emailed to providers on April 14, 2021 read; "*This measure impacts claims submitted after April 4, 2021.*" In this copy the wording has been updated to more accurately read "*claims processed after April 4, 2021.*"