



**PROVIDER ALERT**  
**Update on Retroactive Eligibility**  
**April 13, 2021**

On February 28, 2021, Optum Maryland activated Retroactive Eligibility (Retro-eligibility) functionality in the Incedo Provider Portal (IPP) to re-process and adjust the payment source on 2020 claims for which there was a change or related issue in the participant's eligibility status since the time of service (for a detailed explanation, [see here](#)). The large volume of claims reprocessed created issues for some providers including:

- A high number of reprocessed claims with negative adjustments from State to Medicaid accounts, resulting in a negative State account balance
- Providers seeing the incoming Medicaid payments that appear as “duplicate payments” but are unable to view the offsetting negative adjustments
- The offsetting negative adjustment being recorded as a negative balance that is satisfied with new claims against the appropriate account
- Claims held in this manner that do not generate PRAs or 835s until the negative balance is completely resolved

While this situation normally resolves in single check-write in other reprocessing or correction projects, the volume of these processed claims created a much higher impact for providers. We recognize the challenge this causes providers and are pursuing solutions to:

- Provide more visibility into claims held for negative balances through reports and EDI-based solutions, and
- Resolve the negative balances that are a natural outcome of this reprocessing project.

We will identify solutions as soon as possible and will continue to communicate with providers as these are developed. We introduced a temporary measure to ensure that claims flow normally while these issues are addressed.

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