



# Provider Alert

## Important Estimated Payment & Reconciliation

### Timelines for Providers

**April 16, 2020**

As Optum Maryland and the Maryland Department of Health (MDH) work to correct issues with the Incedo Provider Portal (IPP), over the next few months we will be implementing operational changes that will impact your organization. The intent of this alert is to share these important timelines.

1. Estimated Payments:

**Estimated payments will continue through May 2020** while Optum Maryland and MDH continue to work on implementing improvements and stabilizing the Incedo system. Further continuation of estimated payments will be considered in May as system improvements are completed and released.

2. Reconciliation Process for Estimated Payments:

Optum Maryland and MDH are finalizing the estimated payments reconciliation process. We anticipate this process will begin on or around May 7, 2020. Key elements of the process will include a controlled release of the backlogged claims that began with the start of estimated payments, an accounting reconciliation against estimated payments, and an explanation of payment documentation. The release of backlogged claims is anticipated to occur between May 7 and July 30, 2020.

Over the coming weeks, Optum Maryland will share reference materials and educational review opportunities with the provider community to provide further information and guidance to support your efforts during the reconciliation process.

At the conclusion of the controlled release of backlogged claims, Optum Maryland will establish a process for providers related to overpayments and recoupment. Information regarding this process will be released at a later date.

Optum Maryland and MDH have been working collaboratively with provider representative groups to obtain feedback on the reconciliation and repayments process. We will continue our engagement with these groups throughout this process.

If you have questions about the information contained in this alert, please contact [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com).

For the latest provider information and alerts, [visit maryland.optum.com](http://visit.maryland.optum.com). For COVID-19 information pertaining to providers please [click here](#). For COVID 19 information for participants, please [click here](#).

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