

# PROVIDER ALERT

## Authorization Grace Period Extension

### April 22, 2020

The Maryland Department of Health (MDH) has instructed Optum Maryland to extend the grace period for providers to enter authorizations in the Incedo Provider Portal (IPP), as follows:

- The grace period will be extended for six months following the reactivation of the Optum system. Providers will be notified of the reactivation date to determine the duration of the six-month extension period.
- The extension allows providers six months from the reactivation date to continue entering authorizations for dates of service between the period between January 1, 2020 and the reactivation date.
- All new authorizations for dates of service starting from the reactivation date forward, must be entered in IPP for submitted claims to be approved.
- Several system updates will be implemented throughout April and May to improve the authorization process.
- Providers must continue to enter authorizations to reduce authorization backlog. Keeping authorization submission current allows Optum Maryland to update and enhance the authorization system to support the provider experience.

#### **Additional Important Information:**

Providers should make sure they are registered to receive provider alerts as updates are continually communicated via alerts. If you are still not receiving alerts, please add [marylandprovideralerts@yourhealth-wellnessteam.com](mailto:marylandprovideralerts@yourhealth-wellnessteam.com) as a “safe sender” and email [marylandprovideralerts@optum.com](mailto:marylandprovideralerts@optum.com).

Past provider alerts can be obtained from the Optum Maryland website:

<https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/alerts.html>

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

Optum Maryland would like to reassure providers that all 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