

## Provider Alert

### Changes to Submitting Authorization Correction Requests

August 4, 2021

**Target Audience: All Behavioral Health Providers**

Optum Maryland would like to inform providers of changes regarding the submission of authorization correction requests, outlined below.

#### Submitting Corrections for Backdated Authorizations

On April 26, 2021, Optum Maryland [communicated to providers](#) that authorizations can be backdated by a maximum of 20 calendar days. Optum Maryland is *only* able to modify authorizations that have a start date within the retro-authorization period of 20 calendar days from the date of the authorization correction request.

Conditions under which providers may submit an authorization correction request are limited to the following:

#### **1. Requesting to modify a start date on an approved authorization**

- a. Optum Maryland can modify the start date to align with the 20-calendar day retro-authorization period. Providers are strongly advised to submit an authorization correction immediately upon identifying the need to change a start date on an authorization.
  - For example, if a provider enters an authorization request on August 20, 2021, but had intended to, but failed to request a start date of August 1, 2021, the provider should immediately enter an authorization correction request to modify the start date.
  - Note: In this example, if the provider requested the authorization to start any date prior to August 1, 2021, Optum Maryland would be unable to make this modification given that it is beyond the 20-calendar day retro-authorization period.

- When modifying the start date, the end date will also change as the span will remain the same per the authorization parameters.
- If the end date is prior to the date of service for a claim previously submitted, then Optum Maryland will be unable to make the change.

b. If a provider is requesting a modification to an authorization that exceeds the 20-calendar day retro-authorization period, the provider should not enter an authorization correction. Instead, the provider may contact customer service to make an exception request. Justification must be provided as to why an exception request should be made.

**2. Requesting to update total units to correspond with authorized date span**

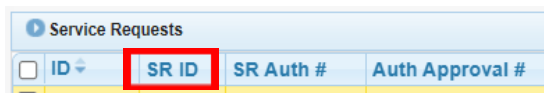
- a. This request is applicable for MH/SUD Residential treatment or Inpatient stays.
- b. This request is limited to the above levels of care because one (1) unit is equivalent to one (1) day.

**3. Requesting to void an authorization entirely if entered in error or if the provider never utilized the service because the participant never showed**

Online Authorization Correction Form

Effective August 9, 2021, the online authorization correction form, located on the Optum Maryland website, will no longer be available for use. Authorization correction requests can still be submitted using either of the following methods:

1. Using the Authorization Correction Request form in the [Incedo Provider Portal \(IPP\)](#)
  - a. When completing the Authorization Correction Request form in the IPP, the accurate Service Request ID (SR ID) must be provided to ensure that Optum Maryland adjusts the correct authorization lines.



2. Calling customer service at 1-800-888-1965

For instructions about how to submit an authorization correction request using the above options, providers can reference steps 1 and 3, outlined in the [Provider Alert](#) released on July 8, 2020.



Please note that authorization correction requests will be addressed in the order they are received and will be processed within five (5) business days.

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

Thank you,

Optum Maryland Team

Visit our website at [maryland.optum.com](http://maryland.optum.com) for provider resources, online training, and more information.