



PROVIDER ALERT

Return of the Dual Check-Write Process

August 24, 2023

Target Audience: All Behavioral Health Providers

On July 17, 2023, the Maryland Department of Health (MDH) announced a project to audit denials for claims originally received by Optum in CY2020 and CY2021. The announcement can be viewed [here](#).

The audit is underway and Optum Maryland will begin reprocessing claims identified in the audit. This reprocessing project necessitates Optum to re-launch a second check-write process. The dual check write process from October 19, 2020 can be found [here](#).

The following changes will be implemented beginning with the September 10, 2023 check-write:

- The dual check-write will be split by claims with date of service on or before 12/31/2021 and those with dates of service after
- CHECK-WRITE #1 - Claims with dates of service **on or before** 12/31/2021
 - Payments will first be used to offset outstanding negative balances and estimated payment balances.
- CHECK-WRITE #2 - Claims with dates of service **after** 12/31/2021
 - If there is already a payment plan in place, the agreed upon clipping percentage will continue to apply and providers should continue making payments as previously arranged.
- Providers will receive separate PRAs/ 835s from each check-write

If you have questions about the information in this alert, please contact a reconciliation manager at Maryland.provpymt@optum.com.

Thank you,

Optum Maryland Team