



PROVIDER ALERT

Information Regarding Restarting Claims Payments

August 12, 2020

Optum Maryland is releasing the first claims payment since the relaunch on July 1, 2020. The first restarted claims payment is scheduled for August 13-14, 2020 and covers claims processed during the period of August 3 through August 9. Please note that this payment covers claims that were processed in the Incedo Provider Portal (IPP) from August 3 and **does not** include claims that are part of the reconciliation process.

To support accurate payment accounting, we are taking steps to audit 100% of the Provider Remittance Advice (PRA) received by providers. Providers should be aware of the following important information:

Payment Amounts

- The full amounts due to Providers for claims processed during the period of August 3 through August 9 **will be paid on the following schedule:**
 - Medicaid payment will be made on August 13, 2020
 - State payment will be made on August 14, 2020

Claims Documentation

- Provider Remittance Advice and 835 files corresponding to the payment of claims will be posted to PaySpan. Please note that, while information concerning individual claim determination status is visible on the Incedo Provider Portal (IPP), documentation relating to claims payment will not be posted on IPP.
- Provider Remittance Advice and 835 files will be created based on each unique combination of TIN/NPI# and provider type.
- In an abundance of caution, Optum Maryland is auditing 100% of PRA. This audit process has been underway over the past week and will continue for a few more days. As a result of the audit timing, 82% PRAs associated with Medicaid payments will be loaded into PaySpan on Thursday, August 13 and 88% associated with State payments will be loaded by Friday, August 14. The remaining PRAs will be loaded every day as auditing is completed. The audit process is expected to be fully complete by August 21.
- This audit process delay will not affect actual payments, which will be made as scheduled, only the release of the PRAs.

Provider Action

- To ensure timely payment of claims, Providers should routinely submit claims into the IPP. Claims processed Monday through Sunday each week will be included in the weekly payment cycle.
- Routine processing of claims may take up to 14 calendar days from the date of submission. For example, claim batches submitted on August 8 may be processed anywhere between August 9 through until August 22.

If you have questions about the information contained within this alert, please contact Optum Provider Relations at 1-800-888-1965.

Thank you,
Optum Maryland Team