PROVIDER ALERT

New Procedure for Requesting Authorization End Date

August 11, 2020

Optum Maryland would like to inform Providers that the process for requesting an authorization be end dated has changed slightly. Providers who previously completed the OMS discharge (OMHC, SUD outpatient and OTPs) will continue to follow their existing workflow in order to bill for the 90889 service code for discharges, however other providers wishing to end date their authorization should follow the steps below.

Authorizations must be end dated in the following circumstances:

1. When a participant is ending a particular treatment or changing providers.

2. When all units of an authorization have been used and a new authorization span is needed. This is not a change from the previous ASO, however, it looks different in Incedo since the system does not permit additional units to be added to an existing authorization. Therefore, even though you are not in effect terminating treatment, you are ending one authorization span and initiating a concurrent authorization period.

   o For example, if a Provider requests an authorization on July 1 with an end date of December 27 but uses all units by October 3, the Provider will need to request the authorization to be closed as of October 3. This will allow the Provider to enter a new authorization starting October 4.

To request that an authorization be discharged/end dated, please follow these steps:

1. Log into Incedo and search for the participant.
2. Go to Authorization and choose Requests.
3. Highlight the Service Request to be discharged/end dated. Click on the pencil icon under Service Request Summary to open that service request.

4. Scroll down to "Forms" and click the [+] to add a form.
5. Complete the following fields in the "User Defined Form Lookup" pop-up:
   - ○ ● Entity = Defaults to Member, do not change
   - ○ ● Form Type = Select Clinical
   - ○ ● Form Name = Enter "Discharge"

6. Select the correct form and click on it to open the form. Complete all fields and click "Save" to save the form. ***Please note the discharge form options appearing in Incedo Provider Portal will vary from this screenshot as additional updates are forthcoming.***

7. After returning to the Service Request Summary screen, click on the disk icon to save the entire request. You will see that your form has been attached.

Following these steps will ensure that your request is attached to the authorization line, which will ensure that the correct service request is discharged/closed.

Thank you,

Optum Maryland