



PROVIDER ALERT
Information Regarding Estimated Payments
and Claims Payment
August 7, 2020

On July 17, 2020 Optum Maryland and Maryland Department of Health announced that Estimated Payments would end on August 6, 2020. As we now prepare for the payment of claims by Optum Maryland, here are some important points for Providers to consider.

Schedule of Payments

- The final estimated payment was made on Thursday, August 6, 2020. This payment covers the period ending on August 2.
- The first claims payment by Optum will be on August 13, 2020 covering claims processed during the period of August 3 through August 9.
 - Please note that claims are paid based on processed date not date of service.

Claims Documentation

- Provider Remittance Advice and 835 files corresponding to the payment of claims will be posted to PaySpan. Please note that documentation relating to claims payment will not be posted to the Incedo Provider Portal (IPP).
- Provider remittance advice and 835 files for the August 13 payment and forward, will display document creation dates of August 10, 2020 or greater.
- Provider remittance advice and 835 files will be created based on each unique combination of TIN/NPI# and provider type.

Provider Action

- To ensure timely payment of claims, providers should routinely submit claims into the IPP for processing. Claims processed Monday – Sunday each week will be included in the weekly payment cycle.
 - The submission deadline is Sunday at 8pm EST.

If you have questions about the information contained within this alert, please contact customer service on 1-800-888-1965.

Thank you,

Optum Maryland Team