

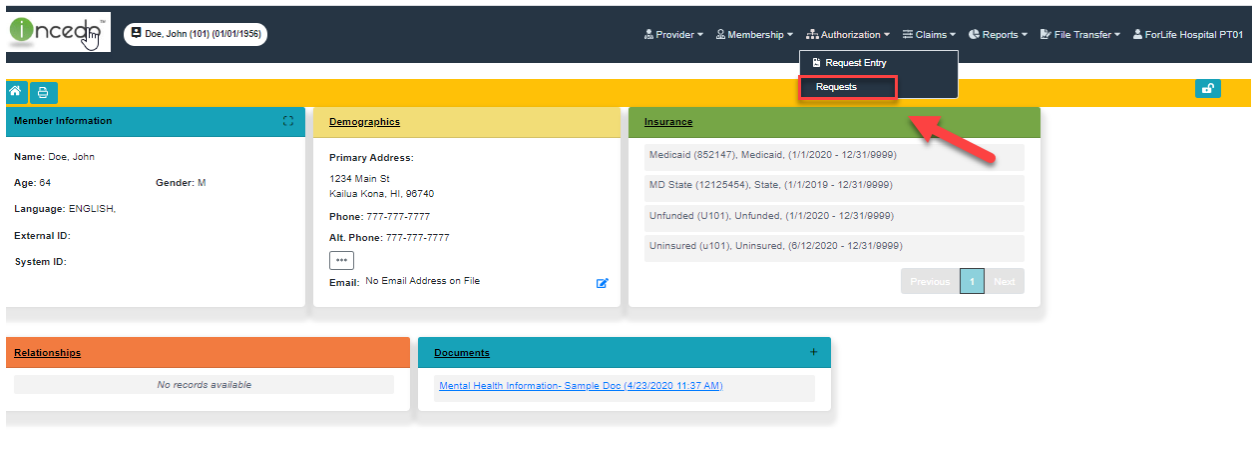
PROVIDER ALERT

Pended Authorizations and Overlapping Message August 11, 2020

Optum Maryland is notifying Providers that bypassing the **overlapping authorization message** in the Incedo Provider Portal will cause outpatient community-based service requests to remain in a 'PENDED' status, which in turn will result in claims against that authorization denying. Providers should NOT ignore or bypass this message.

Providers continuing to submit their requests despite this overlapping notice displaying is causing duplication of effort and has created many pended service request lines in Incedo.

To avoid the Overlapping notice, Providers should look at their existing authorizations *before entering new requests for community based outpatient services*, to determine if any authorizations for the same codes already exist. Existing authorizations may be found under Authorizations and Requests once in that participant's record (see below).



The screenshot shows the Incedo Provider Portal interface for a member named John Doe. The top navigation bar includes a 'Request Entry' dropdown menu with a 'Requests' option highlighted by a red box and a red arrow. The main content area is divided into three tabs: 'Member Information', 'Demographics', and 'Insurance'. The 'Insurance' tab is active, showing a list of insurance policies with details such as plan name, ID, and effective dates. Below the insurance list are 'Previous' and 'Next' buttons. At the bottom of the page, there are 'Relationships' and 'Documents' sections. The 'Relationships' section shows 'No records available', and the 'Documents' section shows a document titled 'Mental Health Information-Sample Doe (4/23/2020 11:37 AM)'.

If the overlapping authorization message (shown below) does appear, please do one of the following:

Summary

All services in this request overlap an existing authorization and may not be approved if you continue. The addition of modifiers to these services may allow the services to approve.

Would you like to:

- Update the service dates?
- Continue with the request?
- Abandon your request?

Update Continue Abandon

Document Type Date Expired Attached By Attached On

- a. **If there is an authorization that already covers your requested date span, has units remaining, and has an expiry date that is more than 30 days from the date you are submitting, please abandon the request. Providers must submit requests within 30 days from the current authorization end date.**
 - i. *For example:* A Provider submits an authorization request on July 31, 2020 for a service to start August 2, 2020. There is a current authorization on file that is going to expire October 2, 2020. Provider should abandon the request; an additional request is unnecessary. Provider can submit closer to the current authorization end date.

- b. **If there is an authorization that already covers your requested date span, has units left and is due to expire within 30 days from the date you are submitting, please update the start date of the new authorization request.**
 - i. *For example:* A Provider submits a request on July 31, 2020 for a service to start August 2, 2020. There is a current authorization on file that is due to expire August 5, 2020. Provider should update the start date of the new authorization request to begin August 6, 2020.

- c. **If there is an authorization that already covers your requested date span and does not have any units left, please use the process**

outlined in a Provider Alert [here](#) to request that your authorization be end dated so a new authorization can be entered.

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