



## PROVIDER ALERT

### Assisted Reconciliation Questionnaire

**December 11, 2020**

As part of the Assisted Reconciliation, Optum Maryland will produce five (5) Assisted Reconciliation (ARE) reports that break down claims in the Incedo system for the period 2019 through July 2020 into 2-month increments.

Providers should compare the claims listed on these reports to their own records and confirm that all claims have been submitted and are accounted for in Incedo.

With the monthly release of each report, Optum will make an *Assisted Reconciliation Questionnaire* available to all providers. It is essential that providers complete this brief questionnaire to inform us if all claims for the given time period are accounted for in the corresponding ARE report. This questionnaire will allow providers to affirm:

- “I have reviewed my ARE report and have identified claims missing from the report that I will be submitting.”
- “I have reviewed my ARE report and have identified no missing claims. I agree all my claims are on file for the time period of the ARE report.”
- “I have questions and need help.”

ARE reports will be delivered to the ‘Downloads’ folder in providers’ Incedo accounts at the end of each month, from November 2020 through March 2021. Links to the Assisted Reconciliation Questionnaire will be provided in the Incedo portal, on the Optum Maryland website, and by provider alert.

Click [here](#) to access the Questionnaire associated with ARE Report 1.

Information for Assisted Reconciliation can be found [here](#).

If you have questions about the content contained in this alert, please contact your Reconciliation Manager or email [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

Thank you,

Optum Maryland Team