

PROVIDER ALERT

UPDATE: Backdating Exception Authorization Request(s)

February 2, 2022

Window of Authorization Submission

Optum Maryland would like to remind Providers that there are approved windows of submission for authorization requests. A document outlining the allowed number of days before or after an authorization start date for which an authorization may be submitted can be found [here](#), labeled “Window of Authorization Submission.” Authorization requests submitted outside of that window may be denied or voided unless an exception is granted.



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Provider Resources

Provider Tools

- [Residential Eating Disorder Program](#)
- [277CA Edits Spreadsheet](#)
- [Window of Authorization Submission](#)
- [CMHC Affidavit](#)
- [Supported Employment Checklist](#)
- [PRP Administrative Denial List \(Sample\)](#)
- [Claims Denials Reasons with Descriptions](#)
- [Billing Appendix \(pdf\)](#)
- [Optum Provider Survey](#)
- [Token Registration \(pdf\)](#)
- [Incedo Provider Portal Functionality](#)
- [Behavioral Health Toolkit for Providers - Military and Veterans](#)

Backdating Exceptions Criteria

Exceptions to the Window of Authorization Submission may be considered in very limited circumstances. Examples include:

- The **Participant did not have eligibility** at the time of service, has been redetermined and is now MA eligible.
- The **Provider was not registered for Incedo** at the time of service was rendered but was licensed and enrolled in Medicaid or otherwise had a corrected registration.

NOTE: Providers are reminded that the provider obligations from the Maryland Medical Assistance Provider Agreement state that providers must comply with “*administrative policies, procedures, transmittals, and guidelines issued by the Department, including but not limited to, verifying Recipient eligibility, obtaining prior authorizations submitting*”

accurate, complete and timely claims, and conducting business in such a way the Recipient retains freedom of choice of providers.”

All required administrative and medical necessity documentation must be submitted at the time of the request. Authorizations that are denied for missing documentation and have a later authorization approved, will not be backdated beyond the [window of authorization submission](#). Instead, the appeals process outlined in the provider manual must be followed.

The Provider Agreement can be found here:

<https://health.maryland.gov/mmcp/pages/provider-enrollment.aspx>

Backdating Exceptions Timeframe

Optum Maryland is now enforcing the timeframe for considering exemptions for backdating authorizations and streamlining the process.

Effective January 1, 2022, the only Backdating Exception Authorization requests that will be considered for review are those with start dates within three (3) calendar months of the date the exception request is submitted.

For example, an exception request submitted on January 15, 2022 will only be reviewed for authorizations with a start date of October 1, 2021 or after.

Backdating requests for start dates beyond this timeframe will not be granted.

Requesting a Backdating Exception Authorization

Providers can request a valid Backdating Exception Authorization in one of two ways:

1. Complete the Backdating Exception Authorization Request form through the Incedo Provider Portal.

OR

2. Contact Customer Service Call Center at 1-800-888-1965 and request a Backdating Exception. You will be asked to provide all the required information and Customer Service will complete the form on your behalf.

The Backdating Exception form is the same whether using the portal or contacting the Call Center. [See an example of a completed form at the end of this alert.](#) Providers will find the form under the *Membership-Forms* section of Incedo Provider Portal.



Note: Incedo Forms, including this Backdating Exception form, can only be used for one individual Participant. For multi-Participant requests providers will create one form under an example Participant. There will be a place on the form to indicate if the request is also relevant to more than one authorization/participant.

Backdating Authorization Information

Does the requested start date fall within the past 3 calendar months? (Example: A request submitted on November 15 cannot have a start date earlier than August 1. October-1 month, September-2 months, August-3 months)**

Yes No

How many total SRID Authorizations are impacted? (Select one)**

1 Authorization Greater than 1, less than/ equal to 10 Greater than 10, less than/ equal to 25

Greater than 25, less than/equal to 50 Greater than 50, less than/equal to 100 Greater than 100

Please **do not** include any information for other Participants on the form as this may result in a HIPAA issue.

For an example of how to complete a form, visit:

https://optum.video.uhc.com/media/Maryland+Provider+TrainingA+Completing+a+Clinic+Form/1_we0wwkzp

Turnaround Time and Requests for additional information

A decision to grant or deny the exception request will be rendered **within 14 calendar days of submission of the request.**

It is important that providers pay close attention to their email during this time (including spam or junk folders) for any follow up action requests from Optum Maryland. These requests will come in the form of a secure message. If additional information is required for processing the exception request, **Providers will have seven (7) business days from the date of request for additional information to respond with the requested information.** If the information is not received by Optum within that time, the exception will be denied.

Next Steps following determination

If a backdating request is granted for an outpatient level of care that does not require clinical review, the change will be made in Incedo within 30 days.

When backdating exceptions are approved for clinically reviewed levels of care, the dates will be modified, however, clinical review will still be required unless the case was already clinically approved.

Helpful Authorization Reminders

See also “Outpatient Authorization FAQ” document

<https://maryland.optum.com/content/dam/ops-maryland/documents/provider/providerresources/Outpatient%20Authorization%20FAQ%20-%202010.4.21.pdf>

Remaining Authorization Units: Providers are able to view remaining authorization units through an Incedo Provider Portal update that occurred in [November 2021](#) ([click to view provider alert](#)).

Exhausted Outpatient Authorizations: If all units of an outpatient authorization have been used prior to the authorization’s current end date, providers must end-date/discharge their existing authorization before requesting a new authorization. The new authorization should start the day following the end date of the previous authorization. Training videos for Provider Discharges and Concurrent Authorization Entry are listed on [Maryland.Optum.com > Provider Training & Education](#).

Overlapping Authorizations: Outpatient authorizations for the same Provider and any overlapping dates of service will go into PENDED status in Incedo. Authorizations will remain in pended status without further action from the provider. Providers must request early end-date or delayed start-date of their authorizations to resolve this overlap before the pended status can be resolved.

Denied Authorizations: Requests that are **administratively denied will not be backdated if the service is approved at a later date.** Requests that are denied for medical necessity must go through the Appeals process.

PRP Authorizations: Requests for PRP services must include all required administrative and clinical information at the time of submission. As noted above, **requests that are administratively denied will not be backdated if the service is approved at a later date.** Requests that are denied for medical necessity must go through the Appeals process. To ensure that your PRP service request is submitted with all necessary documentation, please review the [Administrative Denial Checklist](#), [Medical Necessity Criteria](#), and [Training Materials](#) on [Maryland.Optum.com - PRP Corner](#). See also [PRP FAQ](#) document.

For additional questions, please contact MarylandProviderRelations@Optum.com.

Thank you,

Optum Maryland Team

EXAMPLE FORM:

Backdating Exception Authorization Request

Backdating Exception Authorization Request

Which service(s) is this request for?*

- Mental Health Outpatient
- Substance Use Outpatient
- Medication Assisted Treatment (MAT)
- Medication Management (E&M codes)
- Psychiatric Rehabilitation Program (PRP or RRP)
- Targeted Case Management (TCM)
- Intensive Outpatient (IOP)
- Partial Hospitalization (PHP)
- Inpatient (IP)
- Residential
- Other

Provider/Facility Information

Submitter Name:*

Jane Example

Submitter Phone:*

555-555-5555

Submitter Email*

janeexample@testprovider.com

Provider Group Name*

Test Provider

Provider Group NPI*

1234567890

Provider Group Service Address*

123 Test Street, Baltimore, MD 12345

Backdating Authorization Information

Does the requested start date fall within the past 3 calendar months?*

(Example: A request submitted on November 15 cannot have a start date earlier than August 1. October-1 month, September-2 months, August-3 months)

Yes No

How many total SRID Authorizations are impacted? (Select one)*

- 1 Authorization
- Greater than 1, less than/ equal to 10
- Greater than 10, less than/equal to 25
- Greater than 25, less than/equal to 50
- Greater than 50, less than/equal to 100
- Greater than 100

Reason this request was not submitted within Backdating Limits

Standard backdating timeframes can be found on [Maryland.Optum.com > Provider Resources > "Window of Authorization Submission"](https://maryland.optum.com/content/dam/ops-maryland/documents/provider/Alerts/april-2021/Backdating%20Authorizations_4.26.21.pdf)

https://maryland.optum.com/content/dam/ops-maryland/documents/provider/Alerts/april-2021/Backdating%20Authorizations_4.26.21.pdf

Describe reason for request (check all that apply)*

The issue is related to a duplicate auth (entered within submission window, but under the wrong Participant, wrong dates, etc.).

Please provide a detailed explanation:

The Participant did not have Medicaid eligibility during the window of submission, but eligibility was approved for retroactive dates.

Please provide a detailed explanation:

The Provider attempted to correct the authorization within 20 days of submission by Incedo form or contacting Optum, and was not successful?

Please provide a detailed explanation:

Other

Please provide a detailed explanation:

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List Dates/Times/Reference Numbers from previous calls to Optum Maryland Customer Service (if applicable):

Previously called on these dates: 12/1/21 reference# 333333
