

PROVIDER ALERT

Reminder of Combination of Service Rules

February 23, 2024

Target Audience: All Behavioral Health Providers

Providers are reminded of their responsibility to ensure that the combination of service rules are followed at all times when entering authorization requests.

- Please review these rules regularly and ensure that your clients are not receiving services that are not allowed in conjunction with the service you are providing.
 - [Combination of Substance Use Disorder Service Rules](#)
 - [Combination of Mental Health Service Rules](#)
- These rules also apply when providing telehealth services.

Going forward, authorizations for clinically reviewed levels of care will be end-dated if a request for an overlapping level of care is submitted.

- When end dating these authorizations, Optum will send notice of the authorization closure via email to the email address entered in the authorization request form.
 - If you receive this email notice and the participant is still in treatment, please respond immediately. Optum will then administratively deny the newly entered overlapping authorization.
 - This denial may come after an initial approval in cases in which the authorization is approved before Optum is notified of the overlap. An email will be sent to the provider whose authorization is being denied.
 - Please ensure accuracy when entering email addresses as notifications will be sent to this address.
 - Additionally, the closure notification will be posted in the “Pencil Note” in Incedo.

To prevent unnecessary delays or denials of authorization requests due to overlapping authorizations, providers should enter timely discharge information.

For services that have already been billed and paid, but did not follow the combination of service rules, retraction of claims payments may occur.

If you have questions about the information contained in this alert, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team