



## PROVIDER ALERT

### Reminder to Complete Negative Balance and Claim Lifecycle Report Survey

January 12, 2022

**Target Audience: Providers Who Received a Notice of Recoupment of Retro-Eligibility and Overpayments Letter**

#### Reminder: Survey Deadline Approaching

As noted in the [January 7, 2022 provider alert](#), providers who received a **Notice of Recoupment of Retro-Eligibility and Overpayments** letter must complete the [Negative Balance and Claim Lifecycle Report Survey](#) by **January 21, 2022 (30 days from the date of the letter)** unless:

- The amount reported on your letter is \$500 or less, there is no need to complete the survey. This amount will be collected from current claims;
- You did not receive a letter, you may not have any overpayments due to retro-eligibility processing on the state account. You can confirm this by emailing [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

**Providers who must complete the survey, and do not do so by end of day on January 21, 2022, risk having their claims clipped at 25% of the total adjudicated payment on each claim beginning February 1, 2022 until the retro eligibility balance of their negative balance is satisfied.**

The [Negative Balance and Claim Lifecycle Report Survey](#) was updated on Monday, December 27. If you completed the survey before this date and wish to make changes, please email [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com) and use *State Retro Eligibility Question* in the subject line.

If providers have any questions or need to contact a Reconciliation Manager, please contact Optum at [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com).

Thank you,

Optum Maryland Team