



PROVIDER ALERT

Release of Historical Unfunded Denial 835s and PRAs

January 5, 2023

Target Audience: All Behavioral Health Providers

Optum Maryland has identified an issue in which Provider Remittance Advice (PRA) and 835s were not sent for claims that were denied due to the participant having an “Unfunded” status. However, providers are able to see these unfunded span claim denials on the Claim Lifecycle Reports.

- The “Unfunded” status is used when a participant does not have an active eligibility span.

Beginning the week of January 22, 2023, providers will receive a PRA through Payspan for each historical check that contained denials due to a participant being in an Unfunded status.

After this date, unfunded-span claim denials will be included on your normal (weekly) PRA and 835.

- Please note: Providers should not submit claims for individuals who are in an “Unfunded” status in Incedo, unless/until the participant receives an active eligibility span.

If you have questions about the information in this email, please contact Optum Maryland Customer Service at 1 (800) 888-1965.

Thank you,

Optum Maryland Team