

## PROVIDER ALERT

### Authorization End-Dating and Discharge: Clarification to Instructions

January 26, 2023

#### Target Audience: All Behavioral Health Providers

In line with prior communications regarding a change in the authorization end-dating/discharge process, this alert is to notify providers that the final implementation is ready for release.

[Effective February 1, 2023](#), providers must use the end-dating/discharge functionality in the Incedo Provider Portal (IPP).

- The current Outpatient Discharge/End-Dating Form will be removed as of the same date and the Optum Maryland call center will no longer fulfill end-dating authorizations on behalf of providers for any levels of care.
- The Clinical Discharge Form is still required for higher levels of care. It must be completed at the same time as the Update End-Date process.
- Please verify that claims have not been made after the desired end date/discharge date that is being requested.
- Refer to [this provider alert](#) dated January 11, 2023, for additional detail.
- Please note, Optum Maryland's Authorization/Service Request training now includes this functionality. Please view the monthly Provider Training Calendar for details of upcoming trainings.

To support providers in this transition, Optum Maryland's Authorization/Service Request training webinars now include information on how to process end-dates/discharge in the IPP. The monthly Provider Training Calendar can be accessed using [this link](#). Providers can also view the [Incedo Provider Portal Authorization End-Dating and Discharges](#) training video on [maryland.optum.com](http://maryland.optum.com).

**To help providers navigate the authorization end-dating/discharge functionality, Optum Maryland would like to provide some clarification on the previously communicated instructions:**

1: Select the participant you need to discharge/end-date and then click;

1. "Authorization"
2. "Requests"



2: Set **25 lines** to be viewed. (NOTE: the "Update End Date" button will not become active in certain cases if this step is not taken).

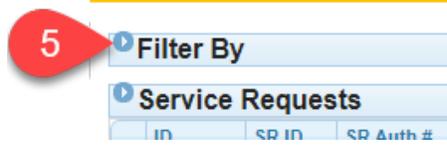


3. The authorizations will display, as shown below, and the "Update End Date" function is not active.

4. Copy the authorization SRID that you want to end-date.

SR ID	SR Auth #	Auth Approval #	Auth Status	Start Date	End Date	Units	Procedure	Provider Site	Phone	Client
40651185	9364453	A20231539210	202339994041	Approved	1/19/2023	7/17/2023	75	90834 - MH-OP-OPS-A-90834-Individual Psychotherapy (45 Minutes)		
40651202	9364453	A20231539210	202339994057	Approved	1/19/2023	7/17/2023	75	90838 - MH-OP-OPS-NoA-90838-60 min Psychotherapy add on		
40651194	9364453	A20231539210	202339994049	Approved	1/19/2023	7/17/2023	26	99203 - MH-OP-OPS-A-99203-Evaluation & Mgt. incl Rx -Low compl. new pt		
40651191	9364453	A20231539210	202339994046	Approved	1/19/2023	7/17/2023	75	90875 - MH-OP-OPS-A-90875-Individual psychotherapy w/ Biofeedback		
40651197	9364453	A20231539210	202339994052	Approved	1/19/2023	7/17/2023	26	99211 - MH-OP-OPS-A-99211-Evaluation & Mgt. including Rx -Minimal		
40651200	9364453	A20231539210	202339994055	Approved	1/19/2023	7/17/2023	26	99214 - MH-OP-OPS-A-99214-Evaluation & Mgt. incl Rx -Mod complex		
40651186	9364453	A20231539210	202339994042	Approved	1/19/2023	7/17/2023	75	90837 - MH-OP-OPS-A-90837-Individual Psychotherapy (60 Minutes)		
40651189	9364453	A20231539210	202339994044	Approved	1/19/2023	7/17/2023	75	90849 - MH-OP-OPS-A-90849-Multiple family group therapy 45 - 60 min		
40651195	9364453	A20231539210	202339994050	Approved	1/19/2023	7/17/2023	26	99204 - MH-OP-OPS-A-99204-Evaluation & Mgt. incl Rx-Mod compl. new pt		
40651192	9364453	A20231539210	202339994047	Approved	1/19/2023	7/17/2023	75	90876 - MH-OP-OPS-A-90876-Individual Psychotherapy w/ biofeedback		
40651198	9364453	A20231539210	202339994053	Approved	1/19/2023	7/17/2023	26	99212 - MH-OP-OPS-A-99212-Evaluation & Mgt. incl Rx -Straight forward		
40651201	9364453	A20231539210	202339994056	Approved	1/19/2023	7/17/2023	26	99215 - MH-OP-OPS-A-99215-Evaluation & Mgt. incl Rx -High complex		
40651184	9364453	A20231539210	202339994040	Approved	1/19/2023	7/17/2023	75	90832 - MH-OP-OPS-A-90832-Individual Psychotherapy (30 Minutes)		
40651190	9364453	A20231539210	202339994045	Approved	1/19/2023	7/17/2023	75	90853 - MH-OP-OPS-A-90853-Group psychother (not multi-fam) 45-60 min		
40651187	9364453	A20231539210	202339994043	Approved	1/19/2023	7/17/2023	75	90846 - MH-OP-OPS-A-90846-Family Psychotherapy without Patient Present		
40651196	9364453	A20231539210	202339994051	Approved	1/19/2023	7/17/2023	26	99205 - MH-OP-OPS-A-99205-Evaluation & Mgt. incl Rx-High compl. new pt		
40651199	9364453	A20231539210	202339994054	Approved	1/19/2023	7/17/2023	26	99213 - MH-OP-OPS-A-99213-Evaluation & Mgt. incl Rx -Low complexity		
40651193	9364453	A20231539210	202339994048	Approved	1/19/2023	7/17/2023	26	99202 - MH-OP-OPS-A-99202-Evaluation & Mgt. incl Rx -Strt fwd, new pt		
40648116	9364339	A20231539095	202339991933	Approved	1/12/2023	1/13/2023	2	90834 - MH-OP-OPS-A-90834-Individual Psychotherapy (45 Minutes)		
40648119	9364339	A20231539095	202339991936	Approved	1/12/2023	1/13/2023	4	90849 - MH-OP-OPS-A-90849-Multiple family group therapy 45 - 60 min		
40648130	9364339	A20231539095	202339991947	Approved	1/12/2023	1/13/2023	2	99214 - MH-OP-OPS-A-99214-Evaluation & Mgt. incl Rx -Mod complex		
40648127	9364339	A20231539095	202339991944	Approved	1/12/2023	1/13/2023	2	99211 - MH-OP-OPS-A-99211-Evaluation & Mgt. including Rx -Minimal		
40648118	9364339	A20231539095	202339991935	Approved	1/12/2023	1/13/2023	2	90846 - MH-OP-OPS-A-90846-Family Psychotherapy without Patient Present		
40648121	9364339	A20231539095	202339991938	Approved	1/12/2023	1/13/2023	2	90875 - MH-OP-OPS-A-90875-Individual psychotherapy w/ Biofeedback		
40648124	9364339	A20231539095	202339991941	Approved	1/12/2023	1/13/2023	4	99203 - MH-OP-OPS-A-99203-Evaluation & Mgt. incl Rx -Low compl. new pt		

5. Click to expand the "Filter By" field



6. Enter the copied SRID into the SRID field, as shown below.

7. Click the filter icon .

8. The “Update End Date” button is now active, as shown below.

9. All authorization lines are checked.

- Please note; in order for the “Update End Date” button to become active, ALL of the authorizations must be seen. If the screen is defaulted to 10 records (for example), the button will not become active.

Buttons: Home, Add, Update End Date

**Filter By**

**Service Requests**

ID	SR ID	SR Auth #	Auth Approval #	
<input checked="" type="checkbox"/>	41651193	9364453	A20231539210	202339994048
<input checked="" type="checkbox"/>	41651199	9364453	A20231539210	202339994054
<input checked="" type="checkbox"/>	41651195	9364453	A20231539210	202339994050
<input checked="" type="checkbox"/>	41651196	9364453	A20231539210	202339994051
<input checked="" type="checkbox"/>	41651197	9364453	A20231539210	202339994052
<input checked="" type="checkbox"/>	41651198	9364453	A20231539210	202339994053
<input checked="" type="checkbox"/>	41651188	9364453	A20231539210	
<input checked="" type="checkbox"/>	41651187	9364453	A20231539210	202339994043
<input checked="" type="checkbox"/>	41651189	9364453	A20231539210	202339994044
<input checked="" type="checkbox"/>	41651190	9364453	A20231539210	202339994045
<input checked="" type="checkbox"/>	41651192	9364453	A20231539210	202339994047
<input checked="" type="checkbox"/>	41651194	9364453	A20231539210	202339994049
<input checked="" type="checkbox"/>	41651200	9364453	A20231539210	202339994055
<input checked="" type="checkbox"/>	41651202	9364453	A20231539210	202339994057
<input checked="" type="checkbox"/>	41651184	9364453	A20231539210	202339994040
<input checked="" type="checkbox"/>	41651185	9364453	A20231539210	202339994041
<input checked="" type="checkbox"/>	41651186	9364453	A20231539210	202339994042
<input checked="" type="checkbox"/>	41651191	9364453	A20231539210	202339994046
<input checked="" type="checkbox"/>	41651201	9364453	A20231539210	202339994056

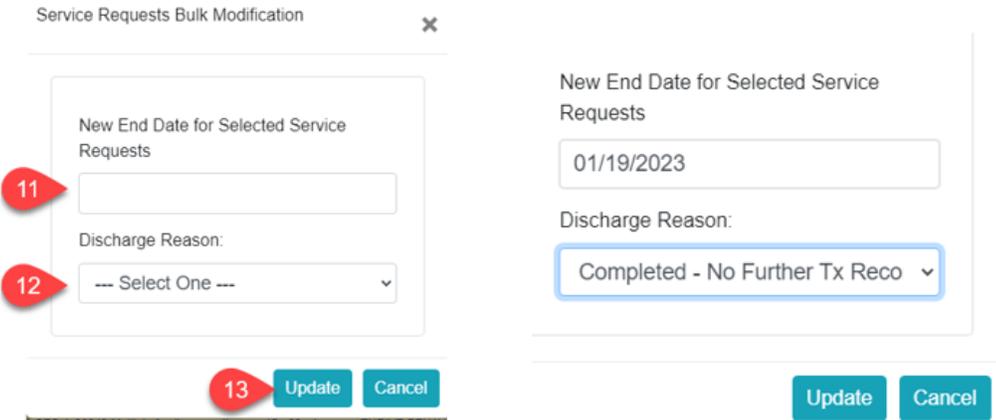
10. Click the "Update End Date" Button.



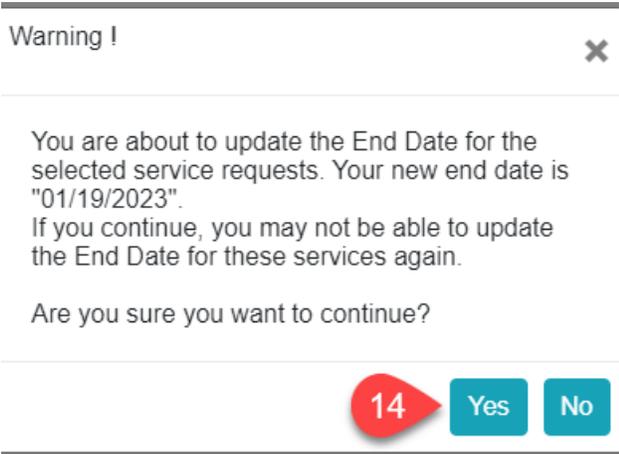
11. Enter the date of last face-to-face service.  
• For Residential programs, enter the last "head on the pillow" date.

12. Enter the discharge reason.

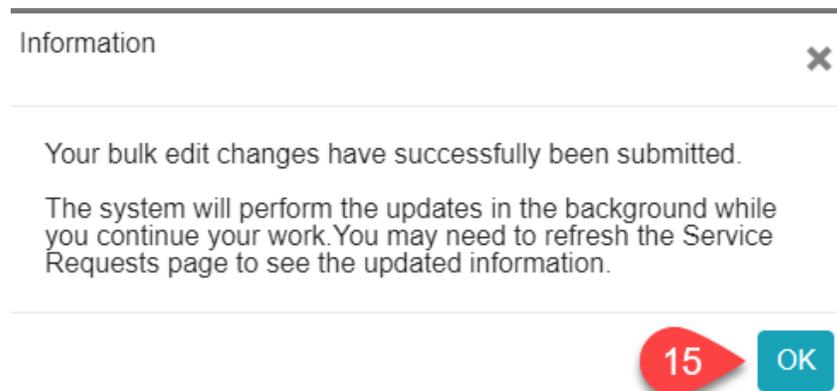
13. Click the "Update" button.



14. Click "Yes" after reading the "Warning" note.

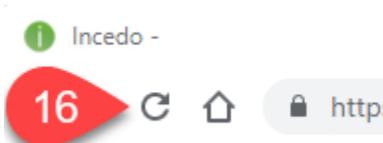


15. Click “OK” after reading the Information message.



- Wait at least 30 seconds (up to a few minutes) for the changes to be made.

16. Click the “Refresh” icon for the browser you are using to see the changes immediately.



17. The changes have been applied and the new end-date and units will be displayed.

Filter By

Service Requests

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Start Date	End Date	Units	
<input type="checkbox"/>	40651185	9364453	A20231539210	202339994041	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651202	9364453	A20231539210	202339994057	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651188	9364453	A20231539210	202339994058	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651194	9364453	A20231539210	202339994049	Approved	1/19/2023	1/19/2023	2
<input type="checkbox"/>	40651191	9364453	A20231539210	202339994046	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651197	9364453	A20231539210	202339994052	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651200	9364453	A20231539210	202339994055	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651186	9364453	A20231539210	202339994042	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651189	9364453	A20231539210	202339994044	Approved	1/19/2023	1/19/2023	2
<input type="checkbox"/>	40651195	9364453	A20231539210	202339994050	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651192	9364453	A20231539210	202339994047	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651198	9364453	A20231539210	202339994053	Approved	1/19/2023	1/19/2023	2
<input type="checkbox"/>	40651201	9364453	A20231539210	202339994056	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651184	9364453	A20231539210	202339994040	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651190	9364453	A20231539210	202339994045	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651187	9364453	A20231539210	202339994043	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651196	9364453	A20231539210	202339994051	Approved	1/19/2023	1/19/2023	1
<input type="checkbox"/>	40651199	9364453	A20231539210	202339994054	Approved	1/19/2023	1/19/2023	1

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

Thank you,

Optum Maryland Team