

## PROVIDER ALERT

### Audit of 2020 and 2021 Denied Claims

July 17, 2023

#### Target Audience: All Behavioral Health Providers

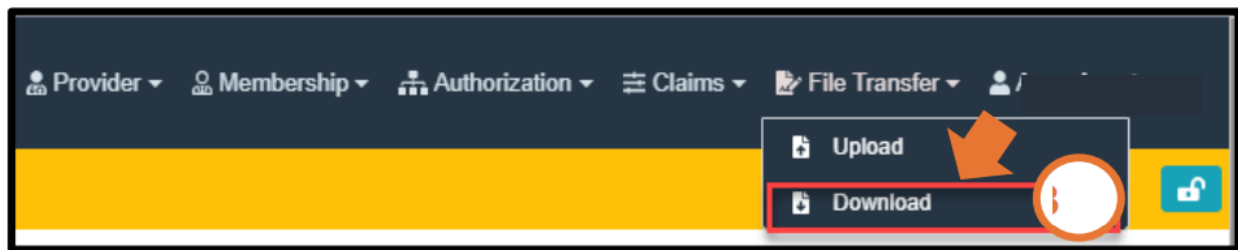
The Maryland Department of Health (MDH) is writing to announce to our behavioral health community-based service providers who bill Optum that a project to audit denials for claims originally received by Optum in CY2020 and CY2021 began on July 1, 2023.

As a result of this audit, Maryland service providers who billed the Public Behavioral Health System (excluding laboratories and acute care general hospitals) may benefit from this audit of denials. Detailed reports will be made available to providers, accompanied by a summary showing the total billed dollars of the denied claims, broken down as follows:

- Total denials for claims received by Optum in the time period CY2020 and CY2021
- Claims to be automatically reprocessed by Optum
- Claims with accurate denial reasons that would require correction and resubmission by providers
- Claims validated as correct denials (i.e., duplicate submission, provider ineligible, service over maximum units)

In the next quarter (July-September 2023), providers will need to ensure they have an Incedo “Download” folder to facilitate delivery of this information through the Optum portal.

- If you do not already have a “Download” folder associated with your Incedo account, please contact Optum at [omd\\_edisupport@optum.com](mailto:omd_edisupport@optum.com) to get one established.
- Incedo users with a ‘claims role’ established in Incedo by their administrator should have access to the “Download” folder. Ask your administrator to grant you access to the folder
  - Having a “claims role” established in Incedo will allow access to the necessary information
- The “Download” folder will be the only placement for this information.
- Instructions on how to retrieve files from this folder can be found [here](#).
- If you have a “Download” folder set up, you will be able to access it under “File Transfer” on your Incedo home-screen, as shown below. If you do not have a folder, attempting this will generate an error message.



If providers have a balance due for estimated payment or other reprocessing projects, including negative balance, those balances will be satisfied first. Any reprocessed claims will yield PRAs so providers will be aware of any benefit from this project.

Providers who are concerned about 2019 claims that were submitted to the previous Administrative Services Organization (Beacon Health Options), **not** to Optum, will be informed of a process to dispute these denials in a future provider alert.

Additional details will be communicated to providers via provider alerts as the project progresses.

Thank you,

Optum Maryland Team