

## PROVIDER ALERT

### New Procedure for Requesting Authorization Closure

July 8, 2020

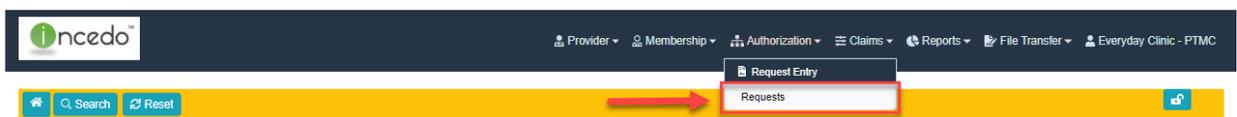
Optum Maryland would like to inform Providers that effective immediately, the process for requesting authorization closure (discharge/end dating) has changed. This alert refers only to closing authorizations for Providers who are not eligible for, or participating in, the data submission requirements for billing the outpatient discharge service code 90889; detailed [here](#) in a Provider Alert from July 2018.

Authorizations must be end dated in the following circumstances:

- a. When a participant is ending a particular treatment or changing providers.
- b. When all units of an authorization have been used and a new authorization span is needed.
- o For example, if a Provider requests an authorization on July 1 with an end date of December 27 but uses all units by October 3, the Provider will need to request the authorization to be closed as of October 3. This will allow the Provider to enter a new authorization starting October 4

**To request that an authorization be discharged/end dated, please follow these steps:**

- a. Log into Incedo and search for the participant.
- b. Go to Authorization and choose Requests.



- c. Highlight the Service Request to be discharged/end dated. Click on the pencil icon under Service Request Summary to open that service request.

Service Requests									
	Phone	Procedure	Start Date	End Date	Units	Clinical Determination	SR Type	St	
05 FRANKLIN SQ DR, BALTIMORE, MD 212373937 (In Network)	4437772200	99201 - MH-OP-A-99201-Evaluation & Mgt, incl Rx -Min, new pt	5/18/2020	5/17/2021	12			5/	
05 FRANKLIN SQ DR, BALTIMORE, MD 212373937 (In Network)	4437772200	90876 - MH-OP-A-90876-Individual Psychotherapy w/ biofeedback	5/18/2020	5/17/2021	12			5/	
05 FRANKLIN SQ DR, BALTIMORE, MD 212373937 (In Network)	4437772200	90875 - MH-OP-A-90875-Individual psychotherapy w/ Biofeedback	5/18/2020	5/17/2021	12			5/	
05 FRANKLIN SQ DR, BALTIMORE, MD 212373937 (In Network)	4437772200	90849 - MH-OP-A-90849-Multiple family group therapy 45 - 60 min	5/18/2020	5/17/2021	12			5/	
05 FRANKLIN SQ DR, BALTIMORE, MD 212373937 (In Network)	4437772200	90839 - MH-OP-A-90839-Crisis Psychotherapy 60 Minutes	5/18/2020	5/17/2021	3			5/	
05 FRANKLIN SQ DR, BALTIMORE, MD 212373937 (In Network)	4437772200	90837 - MH-OP-A-90837-Individual Psychotherapy (60 Minutes)	5/18/2020	5/17/2021	3			5/	

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**Service Request Summary**

ID: 1273      Request Type: Pre-cert      Priority: Standard      Coordinator: 

SRA #: A20202613544      Submission Date/Time: 5/19/2020 10:15:00 AM      Treatment Setting:      Contact:

d. Scroll down to “Forms” and click the [+] to add a form.

**Attached Documentation**  
No records found

**Printed Letters**

**Forms**

✓ Data Capture - Modified By: Clinic - PTMC, Everyday Modified on: 5/19/2020 9:31 AM Status: Saved

e. Complete the following fields in the “User Defined Form Lookup” pop-up:

- a. • Entity = Defaults to Member, do not change
- b. • Form Type = Select Clinical
- c. • Form Name = Enter “Discharge”

f. Select the correct form and click on it to open the form. Complete all fields and click “Save” to save the form. **Please note the discharge form options appearing in Incedo Provider Portal will vary from this screenshot as additional updates are forthcoming.**

g. After returning to the Service Request Summary screen, click on the disk icon to save the entire request. You will see that your form has been attached.

**Forms**

✓ Data Capture - Modified By: [redacted] Modified on: 5/4/2020 5:18 PM Status: Saved

**Outpatient Discharge - Modified By: [redacted] Modified on: 6/29/2020 Status: final save**

Following these steps will ensure that your request is attached to the authorization line, which will ensure that the correct service request is discharged/closed.

Optum Maryland would like to reassure providers that all of our services are operating as normal during the current national response to COVID-19. Providers can continue to contact us at 1 (800) 888-1965. After-hours and holidays will be covered by clinical night staff for crisis and emergency services.

Thank you,  
Optum Maryland