

PROVIDER ALERT

New Procedures for Requesting Corrections to Authorizations

July 8, 2020

Beginning with reactivating of the Incedo Provider Portal (IPP) on July 1, 2020, there are three ways to request corrections to authorizations that have already been approved in IPP:

1. A new process for using the Authorization Change form in IPP
2. Utilizing a new link on the Optum Maryland website to access a form outside of IPP
3. Calling customer service

Note that these methods are only to be used for changes to authorizations that have already been approved in IPP and not for submitting requests for initial authorization.

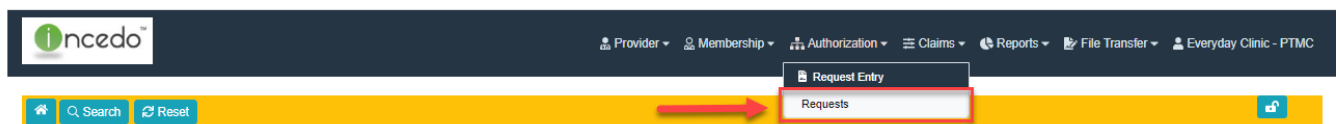
Please read all three options and this entire alert as existing methods have changed.

1. IPP - Authorization Correction Request

Please note that the process for using the Authorization Correction Form in IPP has changed.

To submit an authorization correction request via IPP, complete the following steps:

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



- c. Highlight the line in need of correction and click on the pencil icon under Service Request Summary to open the 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 in the Service Request Summary to the Forms box 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 form lookup pop-up:
- Entity – Defaults to Member - Provider does not change
 - Form Type – Select “Clinical”
 - Form Name – Enter “correction”

- f. Select the Authorization Correction Form and click on it to open the form.

Search User Defined Forms

Entity: Member Form Type: Clinical Form Name: correction

User Defined Form Results

ID	Form	Entity	FormType
310	Authorization Correction Request	Member	Clinical

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- g. Complete all fields and click “Save” to save the form and submit the request.

- h. 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.

2. NEW – **Request Auth Correction button on website** – For another option to request corrections to authorizations that have been approved for dates of service on or after July 1, 2020, go to the [Maryland.Optum.com](https://www.marylandoptum.com) website. At the bottom of the list on the right, click on the “Request Auth Corrections” link.



In the Spotlight

- A Guide to the ASO Transition for Releases of Information (ROIs) for SUD Diagnoses: ROI Information
- Updated Optum ROI Form

Helpful Tools	🔗
Provider Manual	🔗
Billing Appendix	🔗
Medical Necessity Criteria	🔗
837i Companion Guide	🔗
837p Companion Guide	🔗
Request Auth Corrections	🔗

This will take you to a form that must be filled out in its entirety. This form will be sent to Optum Maryland staff who will make the authorization correction within four business days of receiving all required information. If there are any questions, Optum Maryland staff will send a secure email or call submitter using the contact information provided. Once your request is processed, you will see the requested changes made to the authorization in IPP. All steps of this process are fully HIPAA compliant.

3. Contact Customer Service at 1 (800) 888-1965

It is preferred that requests be entered by method 1 or 2 above. If those are not possible, you may still contact customer service to request authorization corrections. Going forward, customer service will request the following information when requesting an authorization correction:

- A. Caller's name, email, and phone number
- B. Member's full name, DOB, and MA ID
- C. Service Request ID needing modification

The screenshot shows a 'Filter By' form with the following fields:

- SR ID: [Text input field]
- Auth Start Date: [Date input field]
- Auth End Date: [Date input field]
- Priority: [Dropdown menu]
- Clinical Determination: [Dropdown menu]
- Appeal Status: [Dropdown menu]
- Provider: [Dropdown menu]
- Member: [Dropdown menu]
- Procedure Code: [Text input field]
- Service Request Type: [Dropdown menu]
- Service Description: [Text input field]
- Status: [Dropdown menu]
- Reason: [Dropdown menu]
- Service Type: [Dropdown menu]
- Service Intensity: [Dropdown menu]
- Include Non-authorized services rendered

Below the form is a table titled 'Service Requests':

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Provider Site
				Approved	

- D. The provider's NPI # and name exactly as it appears on the service request under provider site with no abbreviations and including service address
- E. Specific CPT/Rev codes/services that need to be altered or indicate all under that Service Request ID
- F. The issue that needs to be fixed:
 - a. Wrong start date
 - b. Wrong provider address chosen
 - c. Wrong units entered (and no clinical review for additional units required)
 - d. Forgot to add a code to request
 - e. Other
- G. Detailed explanation of what specifically needs to be changed

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 Team