



## **PROVIDER ALERT**

### **Estimated Payments Extension**

### **July 17, 2020**

Optum Maryland and the Maryland Department of Health (MDH) have continuously evaluated the performance and activity within the Incedo Provider Portal (IPP) since reactivating the system on July 1. The Incedo Provider Portal (IPP) has operated with increased functionality and stability since the reactivation on July 1.

Based on the current performance, MDH and Optum Maryland, with input from Providers, have identified opportunities for additional progress, including improvements to various Provider reports. While these improvements are made, MDH has decided to extend estimated payments through August 6, 2020 to enable submission and processing of authorizations and claims for the entire month of July.

The transition of payments will occur on the following timeline:

- Final estimated payment: August 6, 2020.  
Payment for claims processed\* through August 2, 2020 will be covered in the final estimated payment to be paid out on August 6.
- First New Day claims payment by Optum Maryland: August 13, 2020.  
Payment for new-day claims processed\* between August 3 through August 9, 2020 will be made by Optum Maryland on August 13.

*\*Please note that this payment schedule is based on the dates that claims are processed, not on dates of service.*

Optum Maryland will be working to implement the following improvements to support Providers in advance of the first new-day claims payment made by Optum:

- **999 Transaction Reports:** These reports are in place and functioning per the requirements of the State. Based on Provider accounts of failed transmissions, the Optum team will monitor the failed transactions in their system and will work with the Providers through August 4 to improve their process for accepting and tracking transactions.

- **835 Reports:** We understand that since Providers have not received 835 reports, there are concerns about the accuracy of the system. Optum has been processing claims to date and will release them to Providers as part of the reconciliation process to confirm accuracy. The 835s will be sent, as designed, for new claims remittance advice cycles.
- **277CA Detailed Transaction Report:** Optum Maryland is prioritizing development of this or a similar report and will engage MDH and providers in the development effort.
- **Case Rate Payments:** Optum Maryland implemented fixes related to case rate payments in IPP on July 1. By extending estimated payments through the end of July, Providers will have the opportunity to assess if the fixes were successful.

These improvements will support Providers' claims processing and reconciliation efforts. Details about the reconciliation process, including a revised schedule, will be described in a future Provider Alert. Recoupment of overpayments is not anticipated to begin until the end of the reconciliation process.

If you have questions or concerns about the information contained in this alert, please contact customer services at 1-800-888-1965.

Thank you,  
Optum Maryland Team