

## Provider Alert

### Incedo Provider Portal Helpful Reminders

July 7, 2020

As the Incedo Provider Portal (IPP) has now been reactivated, Optum Maryland would like to remind Providers of these helpful hints related to requesting authorizations, submitting claims, and using the system.

#### **System Performance**

We recommend that Providers access the IPP using Google Chrome as this browser supports optimal system functionality. Prior to logging in to the portal each day, Providers should clear their cache.

Clearing the cache clears old data and forms and helps applications run more efficiently. Below are instructions to clear the browsing cache in Chrome:

1. Open Chrome.
2. At the top right of the screen, click “More” ☰
3. Click “More tools” > “Clear browsing data.”
4. At the top, choose a time range. Be sure to cover the time period since you last cleared your cache, or since you first started using IPP.
5. Check only the box next to “Cached images and files.”
6. Click “Clear data.”

If this does not correct the error, the Provider must follow that standard process to contact the call center ([1-800-888-1965](tel:1-800-888-1965)) to report and resolve the issue.

#### **Authorizations Dated Prior to July 1**

- Retro Authorizations from January 1, 2020 – June 30, 2020.
  - As of July 1, 2020, retro authorizations will not be able to be entered into the portal for dates prior to July 1. Attempts to enter retro authorizations for dates prior to July 1 will cause a warning message to display and the date will be modified to July 1 or current day.

## **Authorizations Dated Post July 1**

- For authorizations that spanned over July 1:
  - If all units were used by June 30 or earlier, the authorization has been end-dated June 30 to allow the Provider to enter a new authorization starting July 1 or after.
  - If an existing authorization with an end date later than July 1 still has units remaining, the original end date of the authorization will be honored but the authorization will be split into two different lines; one line showing units used prior to July 1, and a second line showing units available after July 1.
  - The Provider will follow the normal process if units are used after July 1
  - Further information about this process will be included in subsequent Provider Alert.

## **Authorization Issues and How to Troubleshoot**

- Missing Authorization Plan or specific services (as seen on tab 1 of the authorization screen).
  - Providers should make sure that they cleared their cache before logging in and check that they are logged in under the appropriate Provider type for the service requested. If they are, Providers should contact the Call Center at 1-800-888-1965 and ask for assistance.
- An authorization denial is experienced for a service that should auto-approve (e.g., OP, MAT).
  - The Provider needs to validate that the authorization is in compliance with guidelines and regulations and is appropriate before reporting. Specifically, Providers should verify eligibility for the entire authorization span and ensure that the codes being requested are listed on the fee schedule for that provider type.
- An authorization is denied due to an overlapping authorization open with another provider.
  - A warning message will indicate what codes are potentially overlapping. Inquire with Participant as to whether they are receiving services from another Provider. If so, the Participant needs to contact the call center to have the current authorization closed. Once that previous authorization is closed, the Provider can request the new authorization. If the Participant indicates that they are no longer in treatment with another Provider, click

“ok” on the warning message and continue with entering your authorization. The other authorization will be closed as needed without further intervention.

- Providers are unable to view all authorizations that have been entered to date for their group.
  - A maximum of 500 authorizations can be displayed within the system. A user with IPP administrator rights can export authorizations in order to view them all. Step-by-step instructions are detailed below;
    1. After logging in, navigate to “Provider,” “Auth Request Manager”
    2. Update the Authorization Start and End Dates or the Submission Date Range to select the authorizations you wish to view/export. To select only specific authorizations (i.e. Approved), update the filters as appropriate. You will also need to enter the Authorization Start/End Dates or Submission Date Range before filtering.
    3. Once appropriate filters have been applied, click Filter. After results appear, click “Export.”
    4. A pop-up window will appear to select how you would like to export the data. Click on your preferred format.

### **Important Points Regarding Authorizations**

- A diagnosis is now required for all authorization entries (except MDRN). Diagnosis code **F99 should never be used when requesting concurrent review.**

### **New Claims Features**

- Claim denial reasons are now displayed in IPP.
- IPP now features the ability to add uninsured or unfunded span.
- In addition to the 837/paper process for resubmitting claims, providers can now resubmit claims via the IPP. Information for Providers on resubmitting claims can be found [here](#).
- The addition of the CMS 1500 form in IPP will be supported by regular training sessions through July. Click [here](#) to view the training calendar.
- Updates to the CMS 1500 form:
  - Allow provider types that require a rendering provider to place on claim

- Bill J codes with appropriate NDC code online

**Important Points Regarding Claims**

- Retro-active eligibility for “Uninsured” and “Unfunded” activities may take up to five (5) days for processing.

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