



PROVIDER ALERT

Reconciliation of Estimated Payments

July 20, 2020

Beginning this week, Optum Maryland and the Maryland Department of Health (MDH) are initiating the process for reconciling estimated payments. The process begins with the distribution of key documents to Providers.

Optum and MDH are working closely to ensure that all phases of the project are executed in a manner that is the least disruptive to the Provider community. Based on the schedule described below, we expect that the reconciliation process will occur over a 13-week period beginning July 20 and concluding the week of October 12. To efficiently manage the process and reduce impact on Providers, the reconciliation will be implemented in five phases. Providers can view a timeline for the reconciliation [here](#).

Supporting Documentation

During Phase 1 of the reconciliation (July 20 – 24), Providers will receive their Reconciliation Summary Reports, the associated Reconciliation survey, and relevant FAQs and Quick Reference Guides to support the process.

During Phase 2 (July 27 – August 7) Providers will receive their Provider Remittance Advice (PRA) documents with the release of Tranche 1 of backlogged claims.

Reconciliation Manager Role

Providers will have the opportunity to work with a Reconciliation Manager if they have questions, concerns, or require clarification on the information contained within the Reconciliation Summary Report. Within the Reconciliation Survey, Providers will be asked if they wish to speak to a Reconciliation Manager to discuss their report. If the Provider checks “Yes,” Optum Maryland will follow-up with the Provider by telephone to assign a Reconciliation Manager.

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

Thank you,

Optum Maryland Team