



PROVIDER ALERT

Reconciliation Summary Report – Provider Survey

July 23, 2020

Provider Reconciliation Summary Reports are now available on the Incedo Provider Portal. Optum Maryland developed a survey to gather initial feedback from providers regarding the data in your summary reports.

After receiving the summary report:

STEP 1: Providers should complete this survey only after carefully reading their summary report and analyzing the data presented against their records.

STEP 2: [**COMPLETE YOUR RECONCILIATION SUMMARY REPORT SURVEY**](#)

The survey asks three questions about the data presented in the Reconciliation Summary Report to identify any early indications of issues with the data provided. The final question allows providers to request to speak to a Reconciliation Manager. The role of the Reconciliation Manager is to facilitate addressing Providers' questions or concerns related to their Reconciliation Summary Report and the reconciliation process.

- An alert describing Information regarding the Reconciliation Summary Reports can be found in a Provider Alert, [here](#).
- A breakdown and explanation of the report, can be found [here](#).
- Reconciliation Frequently Asked Questions (FAQs) can be found [here](#).
- Reconciliation information, including alerts, FAQs, videos, and Quick Reference Guides can be found [here](#).

No follow-up to Optum Maryland's Customer Service is necessary. If you have questions, or do not hear from a Reconciliation Manager within 10 days, please email maryland.provpymt@optum.com.

Thank you,

Optum Maryland Team