



PROVIDER ALERT
Temporary Extension for Authorization Entry
July 22, 2020

Since the reactivation of the Incedo Provider Portal on July 1, Optum Maryland has communicated that claims will not pay without an authorization on file for all services requiring an authorization. With the reactivation, the Maryland Department of Health (MDH) allowed Providers to enter retroactive authorizations through July 31, 2020 dating back to July 1, 2020.

MDH understands the administrative burden that the volume presents to completing the timely task of entering authorizations by July 31 and is **extending the Provider authorization period through August 31, 2020 for all dates of service in the months of July and August.**

With estimated payments coming to an end on August 6, it is critical that Providers obtain authorizations for all dates of service for July 1, 2020 forward. Per COMAR 10.09.59.08, all services must be authorized by the ASO for medical necessity even when it is an "auto authorization" for outpatient levels of care. For higher intensity services, the standard authorization timeframes apply, but to allow more time for Providers to enter back-logged authorizations, the time period for entry is being extended through August 31.

Providers should consider the following:

- Claims will not pay, and therefore should not be submitted, until an authorization has been entered.
- This is the final extension that will be offered. From September 1, 2020 forward authorizations must be submitted in a timely manner for claims to pay.
- Providers assume the risk that a claim entered after the date of service may be denied because of medical necessity, or ineligibility.

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

Thank you,

Optum Maryland Team