



PROVIDER ALERT

Scheduled Release of Backlogged Claims

July 30, 2020

As communicated in a [Provider Alert](#) earlier this week, the release of tranche 1 of backlogged claims will take place over several days due to the volume in the release. The Tranche 1 release is now expected to be completed early next week. Tranche 2 backlogged claims will be released after Tranche 1 is complete. Claims will be released each day until Tranche 2 is complete and will include claims processed between March and April 2020.

Providers will receive PRAs and 835 files delivered to their PaySpan accounts as claims are released. Claims are released based on process date. If you have not received your 835s or they appear incomplete, it is possible your claims may not have been processed in the time period released. In addition, claims may have multiple processing dates and, as a result, the initial 835/PRA you receive may not be the final adjudication result. We recommend that you wait to file appeals until you receive your 835s/PRA with the completion of the final tranche. Optum Maryland will send an alert to confirm the final tranche is complete.

After all tranches have been completed and you have been notified of a denial, the 90-business day timeframe to file an appeal for administrative claims denials will begin on or about August 10, 2020.

Providers are reminded that they must [complete the Reconciliation Survey](#) after careful review of the Reconciliation Summary Reports.

Further information regarding the reconciliation is detailed below:

- A document that explains the PRA in detail can be found [here](#).
- A timeline for the reconciliation process can be found [here](#).
- A frequently asked questions document regarding the reconciliation can be found [here](#).

If you have questions about your PRAs, or the information contained within them, please email maryland.provpymt@optum.com.

Thank you,
Optum Maryland Team