

PROVIDER ALERT

Updates to Historical Authorizations

July 8, 2020

As Optum Maryland begins to update historical authorizations dating back to December 2019, Providers will notice changes in the way these authorizations appear in the Incedo Provider Portal (IPP).

Important points regarding the updates to these authorizations in the IPP are described below:

Authorizations that span over July 1, 2020 will be split into two lines if they have units remaining.

- The first line will display the authorization that will have an end date on June 30, 2020 and will reflect units that have been used up until that date.
- The second line will display the authorization that will have a start date on July 1, 2020 and will reflect units that remain going forward. End date of this authorization will be the original end date of the authorization.

The following historical authorization information will be visible in IPP:

- Only what is effective on July 1, 2020, will be displayed.
- Correct end dates and a pro-rated number of units will be displayed – Valid historical authorizations spanning beyond July 1, 2020, have been loaded into, or corrected within the IPP, with a start date of July 1, 2020, through the original end date. These authorizations will reflect a pro-rated number of units based on current Maryland Department of Health (MDH) Level of Care authorization parameters, which dictate the number of units that may be granted. Units are pro-rated for the number of months left on an authorization, based on the original end date of the authorization.

End dates have been corrected in the IPP system.

End dates for PRP, RRP, Mobile Treatment and ACT authorizations were not populating correctly for a few days. This has been fixed and all authorization end dates should be accurate at this time.

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

Thank you,

Optum Maryland Team

Optum Maryland would like to reassure Providers that all of our services are operating as normal during the current national response to COVID-19. After-hours and holidays will be covered by clinical night staff for crisis and emergency services.