

PROVIDER ALERT

PRA Claim Lines

June 7, 2021

Target Audience: All Providers

Optum Maryland is aware of an issue affecting Provider Remittance Advice (PRA) documents in which reversed and reprocessed claim lines are split into separate PRAs.

This affects PRAs from March 7, 2021, to the present. The issue occurs when there has been a retraction and reprocessing of a claim; the retraction appears on one PRA and the reprocessing of the claim appears on another PRA. Because both transactions refer to the same claim, both of these lines contain the same claim number. PRAs that do not contain retracted and reprocessed claims are unaffected.

Optum Maryland has developed a fix that will ensure both the retraction and reprocessing of a single claim will appear together on one PRA. Delivery of these corrected PRAs will begin in the week of June 14, 2021 and this fix will be applied to PRAs moving forward.

The example below shows how claim information will be presented on the PRA following this fix. Please note:

- The same claim number is used for the retraction and reprocessed claim, because the activity is related to one claim
- Values in parentheses, e.g. (\$249.00), denote the retraction
- Values without parentheses denote the reprocessed claim

Payment Date: 04/04/2021
Payment Number: [REDACTED]
Payment Amount: \$22,095.27

Patient Name: [REDACTED] Patient Control No.: [REDACTED]
Medicaid ID: 1111111111111111 Rendering Provider Name: [REDACTED]
Claim No.: 1111111111111111

Serv	Services Dates	Service Code	Mod Code	Units	Charged	Fee Schedule Amt	Allowed Denied	Other Ins	RSA	Payment	Explain Codes
100	02/04/2020 - 02/04/2020	80307		1	(\$249.00)	\$0.00	\$0.00 (\$249.00)	\$0.00	\$0.00	\$0.00	45 62
200	02/04/2020 - 02/04/2020	G0481		1	(\$626.00)	\$0.00	\$0.00 (\$626.00)	\$0.00	\$0.00	\$0.00	45 62
Subtotal:					(\$875.00)	\$0.00	\$0.00 (\$875.00)	\$0.00	\$0.00	\$0.00	

Patient Name: [REDACTED] Patient Control No.: [REDACTED]
Medicaid ID: 1111111111111111 NPI: [REDACTED]
Claim No.: 1111111111111111 Rendering Provider Name: [REDACTED]

Serv	Services Dates	Service Code	Mod Code	Units	Charged	Fee Schedule Amt	Allowed Denied	Other Ins	RSA	Payment	Explain Codes
100	02/04/2020 - 02/04/2020	80307		1	\$249.00	\$51.40	\$51.40 \$197.60	\$0.00	\$0.00	\$51.40	45 62
200	02/04/2020 - 02/04/2020	G0481		1	\$626.00	\$124.49	\$124.49 \$501.51	\$0.00	\$0.00	\$124.49	45 62
Subtotal:					\$875.00	\$175.89	\$175.89 \$699.11	\$0.00	\$0.00	\$175.89	

If you have questions about the information in this alert, please contact Optum Maryland Customer Services at 1-800-888-1965.

Thank you,
Optum Maryland Team

Please visit our website at maryland.optum.com for provider resources, online training, and more information.