



# Maryland Provider Council Meeting

June 9, 2023

Hosted by Optum Maryland

# Agenda

- 1 Welcome
- 2 MDH and BHA Updates
- 3 Chesapeake Regional Information System for our Patients (CRISP)
- 4 Operations Updates
- 5 Provider Questions

# MDH Updates

# MDH and BHA Updates

## Compliance with ADA Regulations

- Providers are reminded that they must comply with ADA regulations when providing services to participants, especially in relation to participants who are deaf or hard of hearing.

## Crisis System Transition for Individuals Enrolled with Developmental Disabilities Administration (DDA) Services

- The Developmental Disabilities Administration currently operates a crisis response system for individuals with intellectual and/or developmental disabilities and their support networks. Because this is duplicative of the Crisis System that exists at BHA, these services will be transitioned to BHA, beginning July 1, 2023.

## PHP and SUD IOP

- The practice of linking free or reduced-price housing to participation in Medicaid-funded treatment is potentially an illegal Medicaid incentive. This is a particular problem in SUD IOP and PHP.

# Chesapeake Regional Information System for our Patients (CRISP)

# Operations Updates

# Operations Updates

## Participant Eligibility Report

- Participant Eligibility Reports are delivered to providers' Incedo folders weekly. Download figures for the last two weeks are shown below.

REPORT_DATE	DOWNLOAD_DATE	Dys2Dnld	Prov_Count
5/31/2023	5/31/2023	0	11
5/31/2023	6/1/2023	1	55
5/31/2023	6/2/2023	2	18
5/31/2023	6/3/2023	3	4
5/31/2023	6/4/2023	4	3
5/31/2023	6/5/2023	5	9
5/31/2023	6/6/2023	6	8
5/31/2023	6/7/2023	7	20
6/7/2023	6/7/2023	0	7
6/7/2023	6/8/2023	1	15

- In response to provider feedback regarding the Participant Eligibility Report, Optum Maryland will include the provider NPI number in the last column of this report, effective by June 21, 2023.

# Operations Updates

## Residential Crisis Service Codes

- Treatment code H0018 has replaced code S9485 for Residential Crisis Services.
- Effective June 1 2023, providers are presented with code H0018 in place of S9485 on the following authorization plans, and S9485 is no longer available:
  - MH-Residential Crisis-Initial Authorization
  - MH-Residential Crisis-Concurrent
- For dates of service through June 30, 2023, the S9485 code will pay if the authorization was obtained for S9485.
- For dates of service July 1 and later, the S9485 code will not pay for Residential Crisis.
- Claims must be submitted with the same codes under which authorizations were obtained.
- For full details, see the [provider alert](#) dated May 4, 2023.

## Updates to PRP Clinical Request Forms

- As communicated in a [provider alert](#) on May 11, 2023, updates to the PRP Adult Initial and Concurrent Clinical Request forms will now become effective on **June 17**.



# Operations Updates

## Medicaid Crisis Services Implementation Update

- MDH is postponing the scheduled July 1, 2023, effective date for licensing and Medicaid reimbursement for mobile crisis team services and behavioral health crisis stabilization center services. For details, please see the [provider alert](#) dated June 1, 2023.

## Peer Support Program

- The Peer Support Program went live on June 1, 2023, for SUD, OTP, and FQHC providers.
- An updated SUD [fee schedule](#) and [Combination of Services](#) document have been posted on the Optum Maryland website.

## Update to Mental Health and Poisoning Diagnosis Codes

- Updated ICD-10 Diagnosis Code Lists have been posted to the Optum Maryland website for [Mental Health](#) and [Poisoning](#). These new codes are effective June 1, 2023.

# Operations Updates - Reminders

## Interest Payments for May 2023

- Interest payments now being sent monthly.
- Checks for the period May 1 – May 31, 2023, will be mailed by June 16, 2023.
- Letters and claim details will be delivered to the Incedo Download folder.

## Estimated Payments Recoupment

- All outstanding negative balance amounts are due by December 31, 2023.
- Providers who are repaying their Estimated Payment balances incrementally (claim reduction, monthly ACH payment, or both) and who have a balloon payment due at the end of the repayment period (12/31/23), can opt to increase their monthly payment which will reduce the amount of the balloon payment.
  - To do this, please reach out to the Optum Maryland Reconciliation Team at [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)
- Current estimated payment balance is reported on the PRA and Claim Lifecycle Report.

## Reconciliation Emails

- Please ensure that all reconciliation-related correspondence is routed to [Maryland.provpymt@optum.com](mailto:Maryland.provpymt@optum.com) and copy individual reconciliation manager email addresses.
- Even if you are communicating directly with a reconciliation manager, please copy [Maryland.provpymt@optum.com](mailto:Maryland.provpymt@optum.com) on all emails.

# Operations Updates - Reminders

## Sending Postal Mail to Optum Maryland

<b>Checks and Financial Correspondence:</b>  Optum Maryland P.O. Box 30532 Salt Lake City, UT 84130	<b>Claims, Grievances Complaints and all other NON-FINANCIAL related correspondence:</b>  Optum Maryland P.O. Box 30531 Salt Lake City, UT 84130
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Providers are asked to ensure that their contact information (mailing address, email address, phone number, etc.) is updated/correct in MMIS (via ePREP) for important correspondence.

Please check the Dashboard in the Incedo Provider Portal for important notifications including system downtime and new downloads

- Optum will use the Download folder within Incedo as one means of delivering important information.

# Provider Questions

## Provider Council Information

Slide decks from previous meetings can be found on [Maryland.Optum.com](https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html) at the following link:  
<https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html>

- The next Provider Council meeting will be held on **Friday, July 14, 2023**.
- Meeting reminders will be sent at the beginning of the month.

# Frequently Used Phone Numbers and Email Addresses

Maryland Public Behavioral Health System 1-800-888-1965

- Option 1 Participants
- Option 2 Providers

Maryland Provider Relations - [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

Token and Incedo Provider Portal Registration questions - [omd\\_providerregistration@optum.com](mailto:omd_providerregistration@optum.com) (Please note the underscore in this email address: “omd\_providerregistration...”)

Maryland Provider Payments - [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

Maryland EDI Team – [omd\\_edisupport@optum.com](mailto:omd_edisupport@optum.com) (please note the underscore in this email address: “omd\_edisupport...”)

To register for Provider Alerts - [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

# Thank you