



## **PROVIDER ALERT**

### **System Reactivation Confirmed**

**June 30, 2020**

Optum Maryland has indicated to the Maryland Department of Health (MDH) that the Incedo Provider Portal (IPP) system is ready to reactivate tomorrow, July 1, 2020.

After extensive system testing and partnering with provider groups, Optum Maryland and MDH are confident that the IPP system is functioning consistently, reliably, and at a level necessary to successfully process authorization requests and claims.

From July 1 forward, providers must utilize the authorization and claim features in the Incedo Provider Platform (IPP) and payments will be processed through the system.

Below we recap important information relevant to reactivation.

#### Estimated Payments

As has been previously communicated, estimated payments will be phased out as Optum Maryland begins paying claims through the system. The final estimated payment is scheduled to be paid out on July 16, 2020 and will cover the period ending July 12. The first payment against claims made by Optum Maryland is scheduled to be on July 23, 2020 and will cover the period July 13 through July 19.

Payment against claims means that claims submitted through Sunday of each week become eligible for payment within the next 30 days as follows: Clean claims adjudicate (pay/deny) within 14 days and claims that require additional support or corrections from providers have 30 days to be adjudicated (pay/deny). This aligns with the timing of estimated payments to cease.

## Authorizations

Earlier in June, Optum Maryland and MDH announced that authorizations would not be required for dates of service from January 1, 2020 to June 30, 2020. This remains true that authorizations are not required for that time period. Providers will be given a minimum of 90 days notice before any change to this requirement comes into effect. Providers must be sure to retain all appropriate clinical information documented in each patient file which would have been used for obtaining authorizations.

For claims with dates of service beginning July 1, 2020 and forward, an authorization will need to be in the system prior to the date of service for claims to pay.

Authorizations for all dates of service in July, 2020 may be entered throughout the month of July only, after which the system will revert to normal operation.

Providers should discontinue entering authorizations, backdated or otherwise, for the time of January 1 through June 30, 2020. Existing open authorization spans which end in July and beyond will continue until either date range or units are exhausted. At that time, a new authorization request will be needed.

A provider alert detailing these authorization requirements can be found [here](#). The Authorization Requirements Frequently Asked Questions document, which provides further details, can be found [here](#).

## Reconciliation

The reconciliation of estimated payments will run on a weekly cycle. Providers will receive Provider Remittance Advice (PRA) documents generated by the completion of each weekly cycle.

## What Providers Need To Do

- Providers must continue to use the IPP for entering authorizations and claims.
- Providers should ensure they have a pre-authorization in the system for dates of service beginning July 1, 2020 and forward.
- Providers should report IPP functionality issues to Optum Maryland customer services on 1-800-888-1965.
- All providers are encouraged to register with PaySpan to take advantage of this convenient and free service. PaySpan is free to providers, speeds secondary billings, improves cash flow, and reduces paper usage.
- Users of the IPP system are encouraged to attend the training sessions provided by Optum Maryland and view training videos posted to the Optum Maryland website. These training resources are designed to help providers maximize IPP

functionality. Click [here](#) to view the training calendar for July, and [here](#) to view online training videos.

Optum Maryland will continue to communicate updates regarding this process. Communications will be sent via provider alert, posted on the Optum Maryland website [Maryland.optum.com](http://Maryland.optum.com) and links to critical communications will be added to the IPP Dashboard. Click [here](#) to access the webpage dedicated to the reactivation effort.

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

Optum Maryland would like to reassure providers that all of our services are operating as normal during the current national response to COVID-19. Providers can continue to contact us at 1 (800) 888-1965. After-hours and holidays will be covered by clinical night staff for crisis and emergency services.

Thank you,

Optum Maryland Team