



PROVIDER ALERT

Incedo System Reactivation

June 16, 2020

Optum Maryland continues to work to resolve technical issues and improve performance for the Incedo Provider Portal (IPP). We are working in partnership with the Maryland Department of Health (MDH) to determine the date IPP will be fully reactivated. We perform daily assessments of improvements to help inform this critical decision. Reactivation of the system means that starting from the agreed upon date, providers must utilize the authorization and claim features in IPP and payments will be processed through the system.

MDH and Optum Maryland recognize the impact reactivation has on providers and are committed to sharing as much critical information related to reactivation as possible.

The detail provided below is a starting point to help orient providers to key processes that will occur alongside, or in advance of system reactivation. This information is intended to prepare providers and identify provider actions necessary to transition to utilize a fully reactivated system. Additional detail will be included with the notice of the reactivation date.

Authorizations:

Providers will recall MDH approved a temporary “lifting” of authorizations for dates of service (DOS) January 1, 2020 through reactivation as Optum made improvements to their system. As Optum Maryland is now preparing for reactivation, MDH has issued further instructions to cover the time periods from January to the present time, and from reactivation forward.

Provider Action: Effective from the date of this notice, providers should direct their efforts to entering in authorizations beginning with dates of service (DOS) July 1, 2020 and discontinue efforts to enter in authorizations from January 1 through June 30, 2020.

For authorization activities for DOS January through reactivation, Optum Maryland and MDH will give providers a minimum notice of 90 days prior to any changes to the historical authorization period (DOS January 1 – reactivation).

This decision is detailed fully in a Provider Alert that can be viewed [here](#).

Reconciliation Process:

Optum Maryland began final processing of backlogged claims on May 7, 2020. This process involves the controlled release of backlogged claims dating back to January 1, 2020, which runs on a weekly cycle.

Previous alerts have notified providers of delays in the related documentation – the Reconciliation Level Summary (RLS) Report and the Provider Remittance Advice (PRA). Optum Maryland is finalizing updates to these documents and will notify providers when they become available.

The Reconciliation Level Summary Report (RLS) will detail estimated payments made to the provider to date and associated billed charges and allowed dollars based only on claims that have been submitted into the IPP, approved and are ready to pay.

The PRA document is generated with the completion of each check cycle. This is a detailed breakdown of the payment made to the provider. The initial PRAs and 835 files are targeted for release the week of June 22, 2020. On the first date the PRAs are available, providers will receive all applicable PRAs through the latest completed check cycle.

Please see the following documents for additional reconciliation information:

- [Reconciliation FAQ document](#)
- [PRA Quick Reference Guide](#)
- [Estimated Payments Reconciliation Quick Reference Guide](#)
- Reconciliation Training [Video 1](#) and [Video 2](#)

Estimated Payments:

Estimated payments will end in alignment with the reactivation of the IPP system. When the reactivation begins, Optum Maryland will make payments through the IPP system for claims submitted and processed from the reactivation date forward. Additional information on estimated payments will be provided in a separate alert regarding system reactivation.

System Readiness:

Optum Maryland has conducted extensive system testing and partnered with providers to assess system performance and functionality in preparation for the reactivation. The focus of system testing has been the improvement of authorization and claim

processing functionality. As Optum Maryland continues to stabilize and address issues with the Incedo platform, we will communicate both functionality that may not be available by the reactivation date and any corresponding processes to address this.

Communication:

Optum Maryland has developed a communications strategy to ensure the provider community receives regular, informative alerts to assist providers during this transition. Communications that providers will receive prior to the reactivation will include:

- Weekly alerts that will provide status updates and an overview of upcoming training sessions and system fixes.
- An FAQ document specific to the reactivation, updated and shared weekly
- Information regarding authorization requirements.
- Numerous training opportunities throughout the months of June and July. View the current training calendar [here](#).

Communications will be sent via provider alert, posted on the Optum Maryland website 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