

## PROVIDER ALERT

### Estimated Payments Reconciliation Quick Reference Guide

May 1, 2020

Optum Maryland has released a Quick Reference Guide (QRG) for providers that explains elements of the reconciliation process and provides insight into what you can expect over the coming weeks.

Click to access:

- [Estimated Payments Reconciliation Quick Reference Guide](#)

This QRG, and other provider communications and training materials relating to the reconciliation will be posted to a dedicated reconciliation webpage as they become available. Please visit <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/ReconciliationInformation.html>

Important Related Information:

- Registration with Payspan is beneficial to providers during the reconciliation process. If your organization is not currently enrolled with Payspan, you may request the registration codes by completing the following request form: <https://www.payspanhealth.com/RequestRegCode/>. Please complete all the required information and select “Optum Behavioral Health” from the Affected Payer List.
- Optum Maryland continues to assess that all providers receiving estimated payments have active tokens and are submitting claims in the Incedo Provider Portal. Based on this assessment, some providers will receive letters over the several indicating they actions they need to take to address any issues associated with their estimated payments.
- Corrected claims must be submitted through an 837 or via a paper claim. Corrected claims cannot be submitted online through Optum Maryland’s Incedo Provider Portal. Additional information on resubmitting denied claims will be provided in subsequent reconciliation-relate communications and training materials.

If you have questions about the information contained in this alert, please contact [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

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