



PROVIDER ALERT

Update on Assisted Reconciliation Process

November 30, 2020

The *Assisted Reconciliation* process begins tomorrow, December 1, 2020. The Assisted Reconciliation (ARE) Report 1 was delivered to the “Downloads” folder in providers’ Incedo accounts on November 30, 2020 and offers detailed information for claims submissions from 2019 and January 2020 dates of service.

The focus of this report is to validate that claims are on file. Providers should:

- Review the ARE Report 1 against their own records to confirm all claims for dates of service in 2019 and January 2020 are on file in Incedo
- Ensure that any claims not on file are resubmitted to Incedo within 1 year of the date of service

The remaining reports will be delivered as follows:

- **ARE Report 2** (delivery last week of December): February & March 2020 dates of service claim submissions
- **ARE Report 3** (delivery last week of January): April & May 2020 dates of service claim submissions
- **ARE Report 4** (delivery last week of February): June & July 2020 dates of service claim submissions
- **ARE Report 5** (delivery last week of March): Claim Denials for dates of service prior to August 3, 2020
- In April 2021 we will begin to focus on denials

Optum Maryland and the Maryland Department of Health will be collecting feedback from providers throughout this process to determine progress, challenges, and best practices. Provider engagement will be an essential factor in improving the overall reconciliation process.

For questions regarding the Assisted Reconciliation process, please review [Assisted Reconciliation: Frequently Asked Questions](#).

If you have questions about the content of this alert, please contact your Reconciliation Manager, or email maryland.provpymt@optum.com

Thank you,

Optum Maryland Team