



PROVIDER ALERT

Update on Reconciliation Process

November 12, 2020

Optum Maryland and the Maryland Department of Health (MDH) have appreciated provider feedback regarding the Reconciliation process. With consideration of providers' workload and staffing conditions, we are committed to actively working with providers to understand challenges with Reconciliation and to identify additional support needed to further tailor the Reconciliation approach.

The information presented in this alert is intended as an introduction to the new process. We will follow up with further information and resources including an FAQ, a process training video, and a roadmap to guide providers through the reconciliation process outlined here.

On December 1, 2020 we will begin a phase of "Assisted Reconciliation" for a 6-month period applying to dates of services prior to August 3. During this period, we will:

- Focus on ensuring claims submission meets the timely filing requirement*
- Make an exception during the 6-month timeframe for the **90-day** appeal time frame to not apply to dates of service prior to August 3, 2020
- Make an exception during the 6-month timeframe for the **60-day** reconsideration time frame to not apply to dates of service prior to August 3, 2020
- Concentrate on resolving key system issues such as the 277CA report and Retro-eligibility.
 - As defects are resolved, Optum will proactively identify all claims impacted by the defects that are eligible for reprocessing. Optum will then submit them for review.

****Please note:*** *To maintain compliance with Federal Regulations, timely filing rules remain unchanged; claims must be filed within 1 year of date of service. As a result, we have developed a schedule to assist with meeting these deadlines.*

Assisted Reconciliation will occur in steps which will begin with ensuring submitted/resubmitted claims are accounted for within Incedo and end with a review of

denials, for the period of 2019 through August 3, 2020. To best facilitate this process, we will target two-month intervals as noted below:



Although providers are not required to supply feedback to us during this process, provider engagement will be an essential factor in improving the overall reconciliation process and confirming timeline completion. Based on information gathered from participating providers, the deadline for completing reconciliation will be confirmed after the end of the Assisted Reconciliation period.

Once we have completed all two-month reconciliation intervals, we will collaborate with providers to develop a recoupment process.

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

Thank you,

Optum Maryland Team