



PROVIDER ALERT

Known Authorization Issues

October 6, 2020

We are working to resolve a number of known systemic authorization issues. If providers notice an authorization issue that applies to more than one service request, please do the following:

- 1) Look at the authorizations in Incedo (not just in your EHR). A helpful tool to do this is to Export a batch of all authorizations spanning July 1, 2020 forward, and look for common themes.
- 2) Review the list of identified issues below to determine if your issue is on it. If it is, **DO NOT DO ANYTHING**. You do not need to call Optum – **your claims may initially deny while solutions are being implemented but will be reprocessed automatically by Optum**. At this time, the list of identified problems includes the following:
 - **SUD Residential authorizations** that were created prior to July 1 and had an original authorization date beyond July 1 but were end dated June 30 when the split occurred.
 - **Split authorizations** that spanned beyond July 1 for outpatient level 1 treatment, TMS and MAT that were system-ended June 30 *even when the authorization was not exhausted prior to June 30*.
 - In many cases all units of a particular code were exhausted prior to June 30, and as a result the authorizations were purposefully ended on June 30 to allow providers to enter new authorizations starting July 1 without running into overlapping errors. In some cases, however, the authorizations were ended on June 30 based only on an assessment code being used. In these cases, Optum is planning to do the following to address the issue:
 - If an authorization has already been entered AFTER July 1 for that authorization plan, Optum will update the start date of the service in that authorization request to be equal to July 1.
 - If an authorization has NOT been entered AFTER July 1 for that authorization plan, then Optum will ADD a new request through the script with the same services and duration and units as if the request was newly submitted by the provider with a start date of July 1.
 - **Authorizations denied for reason “member request is denied”**
 - In many of these cases, providers have manually attempted to add a participant with a Medicaid span. All Medicaid spans entered by providers will

be denied (as *valid* Medicaid spans are only provided by the State in eligibility files). Once that span is denied, all other authorizations entered in that participant's file will deny for "member request is denied". In cases in which a valid Medicaid span exists for that participant under another Incedo ID, Optum will attempt to merge the records. To obtain authorization before that occurs, providers may search under the participant's Medicaid ID and see if another file exists. If so, authorization may be entered in the valid file. If that is not the case and the participant does not have a valid Medicaid span but does have an active uninsured span, Optum will attempt to address the denied authorization without provider intervention.

- **Authorizations for RRP** that do not have a line for T2048
 - All requests for RRP should include the T2048 code. If providers have submitted requests without that code, Optum will attempt to add the code without provider intervention.
- **Outpatient therapy, medication management and MAT Authorizations** that have some lines in approved status and others in pended status. Claims can be submitted now for the approved codes, but the pended codes must be addressed. These "pended" codes were created because an authorization for that code was already on file for the dates requested, however we are trying to determine a way to end date the initial authorization so that the pended authorizations can be approved without provider intervention being required.

The following authorization issue has already been addressed:

- **Residential authorizations entered prior to June 31** that span for more days than units given where an authorization line was created for July 1 and beyond.
 - In these cases, units have already been expanded to match days in the span for cases in which a service request line was created for July 1, 2020, and beyond.

Optum Maryland wishes to assure providers that we are working on solutions to the remainder of these issues, and we are targeting to have fixes in place shortly.

Thank you,

Optum Maryland Team