

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

June 16, 2022

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from June 10 to June 16.

Target Audience: All Behavioral Health Providers

- [6-15-22: Deputy Secretary Letter to Providers: June](#)
- [6-15-22 BHA Monthly Updates - June](#)
- [6-16-22: Incedo System Downtime - June 18](#)

Training Opportunities

Training opportunities are posted to the monthly [Provider Training Calendar](#) on maryland.optum.com. Please see below for upcoming training opportunities.

Uninsured Eligibility

Tuesday, June 21, 2:00-3:00 p.m., EDT

To Register, Click [Here](#)

Maryland Recovery Net

Thursday, June 23, 2:00-4:00 p.m., EDT

To Register, Click [Here](#)

News and Reminders

1. Optum MD has implemented a process to automatically add an open-ended unfunded span to each existing participant and each new participant added to the Incedo system. This unfunded span will act as a placeholder to allow the entry of authorizations and claims in cases where the eligibility is not current in Incedo.

- Prior to this update, providers had to call Optum MD to add an unfunded span when required. The “Unfunded span” should be used only when there is no active Uninsured, Medicaid or State coverage.
- When you see an unfunded span on a participant’s record, **no action is necessary.**
 - This has been put in place to allow for activity to continue. The unfunded span will allow for authorizations and claims to be entered.
 - Claims will be reprocessed correctly when the patient’s eligibility is fixed/updated in the Incedo system.
 - **Please note:** If an authorization remains attached to an unfunded span, claims will not pay.
- **When entering the authorization request, providers should continue to select the appropriate funding stream as usual (even though “unfunded” may come up first in the list).**
- This functionality will not affect a participant’s **already active** coverage.
- Providers can use EVS to check on a participant’s correct eligibility status at any time.

2. On June 13 Optum MD and MDH communicated that estimated payment balances would be forgiven up to \$25,000. As a reminder: Any outstanding amounts above \$25,000 that are repaid between now and midnight July 15, 2022, down to a balance of \$25,000 will have the remaining \$25,000 forgiven. Wire transfer and check write instructions are given [in the alert](#). Checks must be postmarked no later than July 15, 2022, to qualify for forgiveness.

3. RARC code information will be included on Provider Remittance Advice (PRAs) beginning the week of June 20. An updated [Denial Code Crosswalk](#) document has been posted to the Optum Maryland website. An updated PRA Quick Reference Guide can be found [here](#).

4. BHA has compiled a resource guide for individuals who are coping with the effects of violence. Please view and share [Mental Health and Crisis Resources for Coping with Violence](#).

5. On June 13 Optum MD and MDH released a provider alert regarding [New Fee Schedules for Behavioral Health and ABA Providers Effective July 1, 2022](#).

The next Bulletin will be sent during the week of June 20.

Thank you,

Optum Maryland Team