

## PROVIDER BULLETIN

### Optum Maryland Provider Updates

July 27, 2022

#### News and Reminders

1. Providers are advised that the availability of 835s, PRAs, and EOBs in PaySpan is limited to 18 months.

- If you need to access an 835, PRA, or EOB (explanation of benefits) that is older than 18 months, please contact Optum Maryland customer service:
  - Call: 1-800-888-1965
  - Email: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)
- Customer service will coordinate with PaySpan to obtain the requested documents and deliver them to your Incedo folder.

2. Optum is working to update eligibility for the Youth LTC (Long-Term Care) population, which will add Medicaid coverage and allow providers' claims to be processed.

- Optum is currently testing this update to the Incedo system and is targeting the week of August 8 for implementation.
- Providers who have submitted claims for Youth LTC services and follow-up to LTC services, which have been denied for "Member's Coverage Not in Effect" – will have their claims reprocessed via the retro-eligibility process once this eligibility is corrected in the Incedo system.

3. The process for resolving disputes related to negative balances and estimated payment denials is posted on the Optum Maryland website, [here](#).

4. **Maryland's Crisis System:** BHA is developing a statewide integrated, comprehensive, culturally sensitive, equitable and responsive behavioral health crisis system. Access the [MD Behavioral Health Crisis Workgroup 2-page summary](#).

#### Provider Alerts

No provider alerts have been released between July 21 - July 27.

Previously released [provider alerts](#) can be viewed on the Optum Maryland website.

## **Training Opportunities**

There are no training events scheduled in the next week.

Please visit the [Provider Education and Training](#) page of [maryland.optum.com](http://maryland.optum.com) for self-paced guidance on topics, including:

- Incedo Authorization Requests
- Incedo Claim Submission
- Maryland Recovery Net Requests/Claim Submission
- UB04 Claim Submission

**The next Bulletin will be sent during the week of August 1.**

Thank you,

Optum Maryland Team