

PROVIDER ALERT

Updates Regarding Provider PRAs and 835s for Negative Balances

September 20, 2021

Target Audience: All Behavioral Health Providers

Please note: The information in this alert does not change the current estimated payments recoupment process.

Optum Maryland wishes to inform providers of upcoming implementations that will give providers visibility into claims related to retractions, recoupments and payment adjustments. Providers may sometimes run “negative balances” related to specific bank accounts such as Medicaid or State. A negative balance occurs when the provider’s liability to that payment source exceeds the amount due to be paid out.

Currently, providers cannot see adjusted claims on PRAs or 835s until the entire negative balance has been recouped. Additionally, claims used to offset negative balances are not released until the entire negative balance is satisfied. Optum Maryland is working to implement changes to provider 835s and PRAs which will give visibility into each claim that caused a negative balance, and those claims that are held against a negative balance.

Optum will first deliver historical 835/PRAs which will contain information for retracted, recouped and otherwise adjusted claims starting from January 2020 to the present. Moving forward, this additional claims data will be included on 835s and PRAs for the weekly dual check-writes.

Optum is targeting October 2021 to begin the release of these 835s and PRAs. No provider action is required at this time. We will send follow-up alerts closer to the release date with detailed information.

If you have questions about the information contained in this alert, please contact Optum Maryland customer services at 1-800-888-1965.

Thank you,

Optum Maryland Team