



PROVIDER ALERT

Update to Tranche Release of Claims

September 2, 2020

As Providers are already aware, Optum Maryland began the process of releasing Provider Remittance Advice (PRA) documents and 835s relating to backlogged claims, as part of the reconciliation, in July. At this time, we would like to inform providers of some updates to the claims release process, which are outlined below.

Release of claims

Optum Maryland recognizes that providers need to see the full history of PRAs and 835s to update their local management system with all applicable claims and validate against their own records. As such, we are preparing to release the majority of the reconciliation PRAs and 835s between September 3 and September 9, 2020.

Quality assurance

To ensure accuracy of the PRAs and 835s that are being released, Optum Maryland is conducting quality assurance (QA) assessments of all documents prior to their release. As a result, some providers may continue to receive PRAs and 835s through the month of September until the QA process is complete. Optum Maryland will begin to contact individual impacted providers on September 10th.

Reconciliation Survey

If you have not already done so, Optum Maryland encourages you to respond to the Reconciliation Survey, [here](#). Completion of this survey will be critical to the next steps in the reconciliation process.

If you have any questions regarding the information contained within this alert, please contact customer services on 1-800-888-1965.

Thank you,

Optum Maryland Team