

A photograph of two men in business suits shaking hands in a modern office. The man on the left is a Black man, and the man on the right is a white man. They are both smiling. The background shows a large window with greenery outside. The image is semi-transparent, allowing the text to be overlaid.

Maryland Provider Council Meeting

March 13, 2020

Hosted by Optum Maryland



A photograph of a pregnant woman in a light pink shirt holding a baby in a blue patterned outfit. A man in a blue shirt is smiling in the background. The scene is brightly lit, likely from a window.

Welcome

Agenda

- 1 Welcome and Opening Comments
- 2 Maryland Medicaid Updates
- 3 Maryland Behavioral Health Administration Updates
- 4 Provider Council Meeting Structure
- 5 Addressing Provider Questions
- 6 Incedo Provider Portal (IPP) Updates
- 7 Wrap-Up



Coronavirus Disease 2019 Outbreak

COVID-19

This is a rapidly evolving situation and the Maryland Department of Health (MDH) will provide updates as they become available.

COVID-19 Testing and Confirmed Case Counts in Maryland

Number of positive COVID-19 tests: 12

COVID-19

Maryland Department of Health has a dedicated webpage and FAQs providing information on COVID-19. See links below:

<https://phpa.health.maryland.gov/Pages/Novel-coronavirus.aspx>

https://phpa.health.maryland.gov/Documents/coronavirus_FAQ.pdf

Optum operates a dedicated, free of charge public helpline to help anyone dealing with stress. This service can be reached at **(866) 342-6892** 24-hours a day, 7-days a week, and is open to all.

Telehealth Services and COVID-19

On Thursday, March 12, MDH released a provider alert:

“Temporary Expansion of Medicaid Regulations to Permit Delivery of Telehealth Services to the Home to Mitigate Possible Spread of Novel Coronavirus (“COVID-19”)”

- Secretary of Health has temporarily expanded the definition of a telehealth originating site under COMAR 10.09.49.06 to include a participant’s home or any other secure location as approved by the participant and the provider for purpose of delivery of Medicaid-covered services.
- This expansion applies to services delivered to a Medicaid participant via fee-for-service or through a HealthChoice Managed Care Organization (“MCO”).
- This expansion will remain in place until further notice by the Department.
- The full provider alert can be viewed at maryland.optum.com > Behavioral Health Providers > Provider Alerts

Maryland Medicaid Updates

Maryland Behavioral Health Administration Updates

Addressing Provider Questions

In the following slides we will be addressing the majority of questions, which fall into the categories below. We will walk through information that addresses:

- Eligibility
- Authorizations
- Claims
- Estimated Payments
- Reconciliation
- Provider Alerts
- Incedo Provider Portal Updates

Eligibility

- The Incedo system currently requires a manual approval of uninsured consumers. Optum is diligently working uninsured consumer requests. We are currently working March, 2020 requests
- Eligibility questions should be directed to the customer service call center at **1-800-888-1965**.
- Eligibility data loads are still being worked and are being updated on a weekly basis.

Authorizations

- The Incedo system currently defaults to an end date at exactly 180 or 60 days, rather than the end of the month. An enhancement has been requested to adjust this concern. (This only applies to specific LoC's).
- Authorizations cannot be saved in draft form.
- Beacon Health Options authorizations are expected to be completely loaded in the very near future.
- In order to obtain a new authorization, due to a client changing providers or a provider need more units and the time span has not ended; the provider will need to complete a discharge of the previous (current) authorization, so a new one can be entered. Provider should complete the outpatient or clinical discharge form.

Authorizations continued

- If you are an administrator to your group, the pie charts you see when you log into Incedo represent all authorizations associated to that group.
- Incedo will not allow duplicate authorizations for the same service at the same time. This error message does not populate until you “process” the authorization. A system enhancement has been requested to give this error message up front.
- Most providers are able to submit authorizations at this time. If you can submit but the authorization saves as “pended” or “denied,” please continue.
- Providers that are still not able to enter any type of authorization should contact marylandproviderrelations@optum.com and we will coordinate support. Authorization training is scheduled monthly.

Authorizations continued

- IOP authorization requests require the Lower Level of Care form to collect the necessary clinical data, then the Data Capture form will populate for its completion.
- Are you concerned that a consumer may be attending another program at the same time as yours? Please call customer service and they can advise you: **1-800-888-1965**.

Claims

- Optum plans to turn on the reason for claim denial within the next few weeks. We are reviewing the denial reason codes with various providers to make sure the codes are meaningful.
- Optum is currently reviewing all denied claim in the system to make sure the denial is appropriate.
- Please send an email to marylandproviderrelations@optum.com if you feel the reimbursement rate you see in Incedo is not the rate you think it should be.

Claims continued

- As we work through claim issues and you still have some old Beacon Health Options issues, please review them in Incedo, submit the corrected claim or contact the provider relations mailbox.
- Providers may submit, appropriate, claims with the “GT” modifier for telehealth services. These claims are being reviewed.
- At the present time, direct entry of UB04s into the Incedo platform is not supported.

Estimated Payments

Estimated Payment Purpose and Process

- On January 23, MDH directed Optum Maryland to implement weekly estimated payments as a tool to reimburse providers for services rendered that cannot be consistently processed in the IPP platform.
- These estimated payments are comparable to the amount you would receive if services are being paid through the system using your billing history in calendar year 2019 to calculate the average weekly payment

Stabilizing Weekly Estimated Payments – common questions

- My payment is too low / high, how do I request an adjustment
- I was not a provider in 2019 so I have no claims history to establish estimated payments – how will I get estimated payments
- I have new services or additional clients from what I provided in 2019 are they included in my estimated payment
- I have not consistently gotten estimated payments since 1/28 – what happened
- How do I know where to apply these payments to the claims I have submitted
- My mailing address is incorrect how do I get this updated in Incedo
- How do I sign up for EFT payments

Estimated Payments continued

Helpful Resources

- Using Google Chrome visit Maryland.Optum.com – check out the provider alert from 02/19 – Clarification on the Weekly Estimated Payment Process
- Email your estimated payment related questions to Maryland.provpymt@optum.com

Reconciliation

Development of the reconciliation process:

- A joint MDH/Optum team has been working to develop a comprehensive reconciliation process. Their deliberations have considered provider input received during a variety of meetings and conference calls.
- In addition, MDH and Optum will engage a provider workgroup to obtain direct feedback on the reconciliation process. We anticipate this meeting will occur in the next couple weeks.

Reconciliation

Claims processing after system reactivation:

- The team is considering a "stabilization" period of a few weeks when the system is reactivated and processing "new day" claims. Also, this stabilization period will allow time for providers to evaluate the accuracy of any amounts MDH/Optum determines they were overpaid from the estimated payments that are identified in an initial Explanation of Payments for claims adjudicated during the estimated payment period.

Reconciliation

Overpayments:

- The team is considering different options for reconciling overpayments. We anticipate implementing a process for providers to reconcile overpayments as a percentage of their weekly payments going forward.

Reconciliation

Provider opportunity to review or appeal denied claims:

- Providers will receive an Explanation of Payments for claims adjudicated during the estimated payment period to assist in evaluating denials.
- MDH/Optum is considering the duration of the appeals process in conjunction with a “stabilization” period.

Reconciliation

System reactivation timeline:

- Optum Maryland continues to work toward reactivating Authorizations and Claims in the system in April.

Communication with Providers

Alerts Distribution System

- Optum is reviewing its alert distribution system to identify the root of distribution issues and make appropriate fixes.
- We anticipate rolling out a new distribution software in April 2020.

Recent Important Provider Alerts

03-12-20: COVID-19 #1: Temporary Expansion of Medicaid Regulations to Permit Delivery of Telehealth Services to the Home to Mitigate Possible Spread of Novel Coronavirus (“COVID-19”)

03-06-20: Electronic Verification Requirements Reminder

02-26-20: March Training Schedule

02-19-20: Clarification on the Weekly Estimated Payments Process

Alerts are archived on the Optum Maryland Website:

[Maryland.optum.com](https://maryland.optum.com) > Behavioral Health Providers > Provider Alerts

Providers who are not receiving alerts should email their request to be added to the distribution list to marylandprovideralerts@optum.com

Incedo Provider Portal (IPP)

Optum Maryland is working with the Incedo team to stabilize the platform. Shortly, we will be testing the system and making updates. Here are some changes you will see:

- Beacon Historical Authorizations; Optum Maryland and Incedo are finalizing a process to load the historical claims data from Beacon. We will issue a communication on this process before the process is implemented and updates are made.
- Service codes and modifiers; These will now both be visible in the authorization plan drop-down menu.
- Only PBHS approved diagnosis codes will be listed vs all ICD-10 codes currently listed.
- Provider/user testing of the platform set to begin later this month.

Incedo Helpful Hints

Optum would like to remind providers of these steps they can take to ensure optimal performance of the Incedo Provider Platform:

- Providers should make sure they are utilizing Google Chrome as their internet browser.
- If you experience time-out issues, please take a moment to “clear the cache.” From the “Menu” button in the upper-right corner of the Chrome window, choose “More Tools” > “Clear browsing data...” Press “CTRL” + “Shift” + “Delete” keys in Windows.
- When performing participant searches remember less information is more. **Last name, first name, gender and date of birth** are required, or you can use the participant’s Medicaid number or Incedo ID number.
- At a minimum annually, or at any time a change is made to your practice, providers should confirm the demographic data is up-to-date in ePrep and MMIS.

Frequently Used Phone and Email Addresses



Maryland Public Behavioral Health System **1-800-888-1965**

- Option 1 Participants
- Option 2 Providers

Maryland Provider Relations - marylandproviderrelations@optum.com

Token and Incedo Provider Portal Registration questions -
omd_providerregistration@optum.com

Maryland Provider Payments - maryland.provpymt@optum.com

To register for Provider Alerts - marylandprovideralerts@optum.com

Provider Council Meeting Structure

Optum Maryland is striving to offer providers a more comfortable and informative Provider Council experience, and to begin building our relationships within the provider community.

Throughout 2020, in-person Provider Council meetings will be held at the Sheraton Columbia Town Center Hotel:

**Sheraton Columbia Town Center Hotel,
10207 Wincopin Circle, Columbia, MD 21044.**

We hope you find this venue to be conducive to a positive experience. This move allows us to greatly increase the number of “in-person” attendees that we can accommodate.

The venue provides an open and comfortable space in which all of us who are partners in the Maryland Public Behavioral Health System will be able to interact as we work to build upon an already strong system.

Provider Council Operations

- Minutes from previous meetings, and associated FAQs can be found on Maryland.Optum.com > [Provider Information](#).
- Due to Friday, April 10, 2020 being Good Friday, the next Provider Council meeting will be held on [Friday, April 17](#).
- Meeting reminders will be sent at the beginning of April.
- Answers to questions from February's Provider Council meeting are being finalized and will be posted online.

Thank you.

The Optum Maryland Team

