

Optum Maryland

Estimated Payment Frequently Asked Questions

Revised October 5, 2021

On October 4, 2021, the Maryland Department of Health (MDH) announced it would begin the process of recouping overpayments made to providers through the Optum BHASO during the estimated payment period of January through July 2020. During this period, MDH directed Optum to make estimated payments to providers based on their average monthly claims payments in 2019 due to issues with processing and paying claims through the BHASO platform.

Recoupment of Estimated Payments

1. What is Recoupment and when does it occur?

Recoupment is the process of recovering monies when payments received associated with estimated payments are greater than the claims submitted/paid for dates of service during the estimated payment period, prior to 8/3/2020. Below are links to previous communications related to estimated payment reconciliation and recoupment:

2. How will repayment amounts be determined?

*Recoupment of overpayments made to providers during the estimated payment period **will not begin until at least December 2021**, after providers have received and had an opportunity to review all missing or incomplete 835 and PRA reports necessary to reconcile their own accounts. We expect to deliver these reports by 10/24 providers will then have a minimum of 30 days to review before agreeing to their repayment amount and entering into a payment arrangement.*

3. Why is the recoupment process happening now, relevant to estimated payments I received more than a year ago?

MDH is initiating recoupment now after working closely with Optum for more than a year to engage with providers and gather feedback to help understand challenges regarding reconciliation of estimated payments. MDH and Optum understand the challenges that many providers experienced while using the BHASO platform and have made every effort to incorporate provider feedback in establishing a recoupment process and timeline that is as fair and flexible as possible.

4. What are my options to make pay back any overpayments I received?

Once the review process above is complete, providers will be able to enter into any of the three following payment arrangements:

- *Pay the balance owed in full at the time of notice.*
- *Pay the balance owed in equal, monthly, interest free installments over the course of a 12-month period.*
- *Offset the balance owed with current claims paid over a 12-month period (not to exceed 12 months).*

5. Reports are missing or incomplete for some of my claims covering dates of service during the estimated payment period. How can I verify accurate amounts due to be repaid without this information?

Recoupment of overpayments will not begin until at least December 2021, after providers have received and had an opportunity to review all missing or incomplete 835s and PRA reports necessary to reconcile their own accounts. We expect to deliver these reports by 10/24 and providers will have a minimum of 30 days to review before agreeing to their repayment amount and entering into a payment arrangement.

6. Are there plans to “forgive” any portion of the repayment amount for providers?

After carefully evaluating a variety of options developed, MDH has opted to allow eligible providers to participate in a forgiveness/abatement process that forgives a de minimis amount of \$10,000 in overpayments made to providers totaling less than \$10,000.

For providers with outstanding or fully paid balances of between \$10,000 and \$50,000, MDH will engage with the provider community and consider providing additional relief.

7. What if I don’t agree to the final determination on my repayment amount?

If after completing the reconciliation resolution process a provider disputes or disagrees with the final determination on their repayment amount, they have the option to request third party mediation through the Maryland Office of Administrative Hearings. A case will not be accepted for mediation until it has first been adjudicated through the Reconciliation Management process.

8. The Incedo system is still experiencing problems with accurately and timely processing on some of my authorizations and claims. How will this impact plans for recoupment of overpayments I received?

MDH and Optum understand the challenges that many providers have experienced while using the BHASO platform and have been working closely to address these issues in order to establish a recoupment process that is as fair and flexible as possible.

Providers will receive, and have an opportunity to review, all missing or incomplete 835s and PRA reports necessary to reconcile their own accounts from the estimated payment period. We expect to deliver these reports by 10/24 and providers will have a minimum of 30 days to review before agreeing to their repayment amount and entering into a payment arrangement.

9. What administrative support resources are available to assist providers with reviewing and verifying repayment amounts?

Optum is continuing to offer one-on-one support to providers in navigating this process. To request assistance from a Reconciliation Manager, email Optum at maryland.provpymt@optum.com. For other contact information, please visit <https://maryland.optum.com/content/ops-maryland/maryland/en/contact.html>.