

A photograph of two men in business suits shaking hands in a modern office setting. 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 overlaid with a semi-transparent white box containing text.

# Maryland Provider Council Meeting

June 12, 2020

Hosted by Optum Maryland



A photograph of a pregnant woman in a light pink shirt holding a baby in blue patterned pajamas. 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 COVID-19 Updates
- 5 Update on Estimated Payments and Reconciliation Process
- 6 Reactivation Update
- 7 Provider Questions
- 8 Wrap-Up

---

# Maryland Medicaid Updates

---

# Maryland Behavioral Health Administration Updates

# Telehealth Services and COVID-19

---

Maryland Department of Health released a letter on Wednesday, June 10, from Deputy Secretary, Dr. Aliya Jones which gave an update on the status of telehealth. Key points of the letter include:

- “The federal waivers that allow for telephonic and non-HIPAA compliant technology are scheduled to sunset in tandem with the end of the federal Public Health Emergency.”
- “Unless the Secretary of the federal Department of Health and Human Services takes action to either extend the waivers or make the flexibilities permanent, **these flexibilities are currently slated to end on July 25, 2020.**”
- “The Department will conduct analyses to determine if it would be appropriate to continue reimbursement for services delivered via telehealth in the home setting after the end of the Public Health Emergency.”

The full letter can be viewed at: <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/alerts.html>

---

# Update on Estimated Payments, Authorization Requirements, and Reconciliation Process

# Estimated Payments

---

Estimated Payments are currently scheduled to run through the end of June.

- Optum Maryland and MDH are working together to establish an appropriate date for system reactivation.



# Authorization Requirement

---

## MDH has issued instructions as follows:

- Optum Maryland and the Maryland Department of Health (MDH) have determined that authorizations for dates of service January 1, 2020 through the reactivation of the Incedo Provider Portal (IPP) system are temporarily ***not required in order for a claim to pay.***
- Beginning on the system reactivation date, all State authorization guidelines will be in effect.
- A Provider Alert which thoroughly details this update is pending release.

# Reconciliation Process Update

---

- We anticipate that the reconciliation reports will be distributed to providers within the next two weeks.
- The report is intended to allow providers to review the estimated dollars paid by MDH, and the claims in the Incedo Provider Portal that will be released to check/remit cycles
- Providers should note that pending and denied claim dollars are not included on the report

# Incedo System Reactivation Update

---

Optum Maryland and MDH are working closely to identify system functionality and operational processes that must be in place in order for a successful reactivation.

As Optum Maryland gears up for reactivation these are some of the supports we are putting in place:

- Provider training
- Increasing service staff in all functional areas to support provider questions and problem solving
- Partnering with Provider organizations to test system functionality

# System Enhancements

Optum Maryland is working to implement the following system enhancements:

Functionality	Impacted Area	Impact to Providers
Units incorrect for current day authorizations	Clinical	
Diagnosis field set to "Required" when entering a service request	Clinical	
Auth units do not match service request units and will cause claim not to pay when authorization denials are implemented.	Clinical	
ADD Fourth Procedure Code for PRP end of month	Clinical	
Denial reasons and make visible to providers on IPC	Claims	Ability to determine why a claims has ben denied
CMS 1500 Claim form Entry	Claims	Direct entry of outpatient services to include NDC Codes
Uninsured Eligibility Automation	Eligibility	Improved Approval times

# Provider Questions

Questions will be released via a Q&A one week after the meeting and can be found under the “Provider Tools” section on the Optum Maryland website.

# Provider Council Information

---

- Minutes and slide decks from previous meetings, and associated Q&As can be found on [Maryland.Optum.com](https://maryland.optum.com) at the following links:
  - <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/tools.html>
  - <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/council.html>
- The next Provider Council meeting will be held on **Friday, July 10, 2020**.
- Meeting reminders will be sent at the beginning of month.

# 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](mailto:marylandproviderrelations@optum.com)

Token and Incedo Provider Portal Registration questions -  
[omd\\_providerregistration@optum.com](mailto:omd_providerregistration@optum.com)

Maryland Provider Payments - [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

To register for Provider Alerts - [marylandprovideralerts@optum.com](mailto:marylandprovideralerts@optum.com)

# Thank you.

The Optum Maryland Team

