

MARYLAND BEHAVIORAL HEALTH ASO EFFECTIVE JANUARY 1, 2020

Claims Management Quick Reference Guide

<i>What's Changing?</i>	<ul style="list-style-type: none"> ● Optum will assume the role of the Behavioral Health ASO vendor for the State of Maryland Medicaid program effective <u>1/1/2020</u>. ● Beacon Health Options will cease providing ASO related services for the State of Maryland Medicaid program on <u>12/31/2019</u>.
<i>What's going to happen to claims that have already been submitted?</i>	<ul style="list-style-type: none"> ● Claims submitted to Beacon on and prior to 12/29/2019 will be adjudicated for the final payment under Beacon for the first week in January, 2020. <u>You will receive payment that week just as you do today for adjudicated claims.</u> ● Claims that are not adjudicated for the final payment under Beacon will be migrated to Optum for claims adjudication. ● Optum's first check run is the 2nd week of January when providers will receive payment that week just as you do today for adjudicated claims.
<i>When can I begin submitting new claims to Optum?</i>	<ul style="list-style-type: none"> ● The last date to submit claims to Beacon is <u>12/29/2019</u>. ● The first date to submit claims to Optum is <u>12/30/2019</u>. ● Clean claims, with no errors, submitted to Beacon by <u>12/29/2019</u> will be included on Beacon's <u>1/2/2020</u> check run.
<i>Where do I submit paper claims?</i>	<ul style="list-style-type: none"> ● Paper claims should be sent to: Optum Maryland, P.O. Box 30531, Salt Lake City, UT 84130 ● Paper Claims can be sent as early as 12/20/2019 but Optum will take no action on these claims until 1/1/2020.
<i>Claim Submission Key Information</i>	<ul style="list-style-type: none"> ● The Optum Payer ID is: OMDBH ● Specific file names of claim files are not required by Optum Maryland. ● An Incedo Provider ID will be issued to your assigned administrator in order to access Provider Connect. Additional information related to the registration process will be shared with you via provider alert on 12/9/2019. ● Optum generates both 999 and 277 files. ● The companion guide for 837i and 837p Healthcare Claim files will be available on 12/6/2019. ● The scheduled Optum Payer ID activation date is 1/1/2020.
<i>What do I need to tell my clearing-house?</i>	<ul style="list-style-type: none"> ● Please work with your practice management systems and clearinghouses to ensure that they set up the Optum Payer ID. ● An industry wide notification was sent to clearinghouses nationally by Optum360 on 12/3/2019 informing them of the Optum Payer ID. ● Your designated clearinghouse will need to send your transactions through Optum360 as they are the sole submitter for Optum Maryland Behavioral Health. ● For questions on Optum360 or clearinghouse set-up please contact Optum360 service/support at <u>877-309-4256</u>.
<i>What will the method of payment be?</i>	<ul style="list-style-type: none"> ● Claims will be paid via paper check until <u>1/31/2020 (or earlier)</u>. ● Electronic Funds Transfer (EFT) function set up process will be sent to provider by January 2020 (at the latest).
<i>What happens to my authorizations that were issued by Beacon?</i>	<ul style="list-style-type: none"> ● Open authorizations through 12/31/2019 will be transferred from Beacon to Optum for Medicaid, Uninsured, and state funded services.
<i>If I have questions or need additional assistance, who should I contact?</i>	<ul style="list-style-type: none"> ● Please send your questions to marylandproviderrelations@optum.com A member of our Maryland provider relations team will respond to your inquiry as soon as possible. ● Visit the MDH ASO Transition website for the latest information and access to key documents: health.maryland.gov/mdh-aso-transition.