

## Reconciliation Frequently Asked Questions

This FAQ addresses questions and concerns regarding the reconciliation process that started May 7. For additional questions or concerns not addressed in this document, please email [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com).

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- 1. Will check cycles produced out of the Incedo Provider Portal (IPP) before estimated payments be part of the reconciliation process?**
  - a. No. Payments made from the IPP linked to estimated or advanced payments are not included in the reconciliation process.*
  
- 2. When a Provider receives the summary of payments that have been made by Optum Maryland, what are providers supposed to do with it?**
  - a. Providers will receive a Summary Reconciliation Report which will list the estimated payments they have received to date, as well as the backlogged claims within the IPP. Backlogged claims are claims in IPP that have been received and processed, but not yet released due to the implementation of estimated payments. Providers should:
    - 1. Review this report to understand what their estimated payments are by funding stream (Medicaid vs. State) in comparison to their claim submissions.*
    - 2. For claims that require resubmission or corrections, providers will need to review the Provider Remittance Advice, which will be generated weekly beginning the end of May.**
  
- 3. Currently, claims do not have denial codes. Will this change with the reconciliation process?**
  - a. Both 835 files, and the Provider Remittance Advice, will display explanation codes linked to the actions taken for each claim – approved, denied, and, if denied, the reason for denial.*
  
- 4. Is there an indication that Optum Maryland will determine whether estimated payments will continue after May 26, 2020? There is no indication that current claims will start to be paid the following week. Are providers to go with no payment?**
  - a. Optum Maryland is waiting for further guidance from the Maryland Department of Health (MDH). When we receive instructions related to estimated payments or the release of current claims, a provider alert will*

*be distributed.*

**5. The weekly reconciliation step 2 indicated during the week of May 5, claims from January 19 through February 1, would process. What about the Beacon claims and all claims submitted January 1-18?**

- a. *The backlogged claims will be released from the IPP based on the processed date.*

*For example, if Beacon claims were submitted for dates of service in 2019 and were **processed** in the IPP between January 19-February 1, 2020, those claims will be included on the applicable remittance cycle on May 7, 2020.*

**6. Once providers start to receive 835 claims for download, how are we to communicate errors made by Optum Maryland?**

- a. *Providers can request corrections of Optum errors by calling the Optum Maryland call center at 1 (800) 888-1965 (Monday-Friday, 8am-6pm EST) or email our payment mailbox: [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com) with the subject {Insert Provider name} claim processing error.*

**7. How do providers submit a corrected claim?**

- a. *Providers can make corrections via two methods:*
- *Option 1 - Correcting Electronic Claims - EDI 837I/P: data should be sent in the 2300 loop/segment CLM05 (with value of 7) along with an additional loop in the 2300 loop/segment, REF \*F8\* with the original claim number for which the corrected claim is being submitted.*
  - *Option 2 - Paper Claims Form: the provider must submit a clean claims form that contains all required and corrected information. Above field 1A on the CMS 1500 form, include the statement "Corrected Claim." In field 11B on the CMS 1500 form, include the original claim number.*

*Note: Currently, it is not an option to submit a corrected claim through the IPP system.*

**8. Optum Maryland will need to receive and accurately adjudicate a large influx of resubmitted claims while simultaneously able to receive, process and pay new claims. Will the ongoing reconciliation dollar**

**amount be increased/decreased with each ongoing week of estimated payments and claim submission/resubmission?**

- a. *During the reconciliation process, Optum Maryland will be releasing claims based on processed dates, beginning with the oldest to the newest. A corrected claim will have a received date that corresponds to the date Optum Maryland received the claim, and the process date is the date that claim is adjudicated through the claims edits. It does not correspond to any received or processing dates for the original claim.*

*As released backlogged claims are applied to the estimated payments received by providers, the overall reconciliation dollar amount (over-/ and under-payment) likely will change each week. Additional information on this process can be obtained by viewing the [Estimated Payments Reconciliation Training Video, Part 2](#).*

**9. How is MDH, Medicaid and Optum Maryland factoring COVID-19 related provider realities into the planned reconciliation and retraction process? Providers continue to incur increased staff and supply costs, a reduced and decentralized remote workforce and many more complications that will impact ability to conduct a thorough and accurate accounting and reconciliation of over four months of lump-sum estimated payments.**

- a. *Optum Maryland and MDH appreciate the challenges that COVID-19 presents to the provider community. Nearly every conversation across our organizations includes consideration of the impact of COVID-19. The reconciliation and recoupment/retraction process must consider a wide variety of system, process, and financial elements. Optum Maryland and MDH developed a reconciliation schedule that spans at least 12 weeks, including periods where backlogged claims processing pauses to allow for Optum Maryland, MDH, and providers to evaluate the reconciliation process and adjust as needed.*

*At the conclusion of the controlled release of backlogged claims, Optum Maryland will establish a process related to overpayments and recoupment. Information regarding this process will be released at a later date.*

**10. What is gained by beginning reconciliation while the IPP is still non-functional? Can reconciliation be delayed until the IPP is functional in every aspect, not just partially and intermittently?**

- a. *The reconciliation process is not dependent on reactivating the IPP and is necessary to complete processing claims that have been adjudicated. This is an essential step in the ongoing effort to address remaining system fixes.*

**11. Will the reconciliation schedule (and estimated payments) be extended beyond the schedule that appeared in the training video?**

- a. *At this time, Optum Maryland and MDH does not anticipate the reconciliation schedule to be extended. If a decision is made to extend the schedule, providers will be notified via a provider alert.*

**12. I have claims that were incorrectly processed by Beacon, how do I get those claims paid at the correct rate?**

- a. *Claims paid incorrectly by Beacon should be submitted to Optum Maryland with the corrected rate of reimbursement. See question 6 for more details.*

**13. What does the delay in the Provider Remittance Advice (PRA) mean to the information that I'll receive in the first PRA? Will I get two months (or more) of details all at once?**

- a. *Providers will receive a PRA for each remittance cycle. The delay may create multiple remittance payment cycles that a provider receives via separate PRAs at one time. You may also view the second [reconciliation training video](#), which provides more information on PRAs.*

**14. I received several payments out of the IPP, but the corresponding PRA/835 were never received. How do I obtain those documents?**

- a. *Optum Maryland is running a process to compare the check-write process to the PRA creation process to identify instances when the PRA may not have posted to the Payspan folder. When we have completed this analysis, we will distribute a provider alert to notify providers when the PRA is available.*

**15. Where can I find the latest reconciliation process schedule?**

- a. *The reconciliation process schedule is located on the Optum Maryland website under the reconciliation information tab. You can also [click here](#) to access.*

**16. Is there a dedicated section on the Optum Maryland website for reconciliation information?**

- a. *Yes. Providers can view all reconciliation resources under the “Reconciliation Information” section, listed under the “Behavioral Health Providers” tab on the Optum Maryland website. Providers can also access the dedicated page by [clicking here](#).*