



Maryland Provider Council Meeting

March 12, 2021

Hosted by Optum Maryland



Agenda

- 1 Welcome and Opening Comments
- 2 Maryland Medicaid Updates
- 3 Maryland Behavioral Health Administration Updates
- 4 Assisted Reconciliation
- 5 System and Operational Review
- 6 Operations Updates
- 7 Provider Questions
- 8 Wrap Up

Maryland Medicaid Updates

MDH Updates

- 1115 IMD waiver renewal update
- Continuation of Telehealth
- OTP in Nursing Facilities (this is under review and information will be provided in the near future)
- Supervised Students at graduate level billing - this is limited to OMHC with co-signature from an LC level staff member
- Dr. Jones' Monthly BHA Update from the Deputy Secretary contains information about COVID, a Vaccine Hesitancy Webinar on March 30, Programs wanting to become vaccination sites, Help the Helpers Webinars, and an important - Financial Risk Survey. You can find this newsletter on the Optum Maryland Website under Provider Alerts. The March BHA Letter can be viewed [here](#)
- [PRP Training](#) coming up on March 23. Targeted to newer, less experienced PRPs on Corporate Compliance: Avoiding Audit Issues
- Champion Echo Clozaril Project



Maryland Behavioral Health Administration Updates

Assisted Reconciliation

Assisted Reconciliation

- Optum Maryland released Assisted Reconciliation (ARE) Report 4 to providers' Incedo accounts on Thursday, February 25, 2021
 - This fourth ARE report offers detailed information for claims submissions from June and July 2020, dates of service
- Please be sure to complete the [Assisted Reconciliation questionnaire](#) for each report
- We continue to add and train new staff to assist with the reconciliation
- We have also partnered with the claims department and will have claims representatives joining reconciliation calls moving forward

System and Operational Review

System and Operational Review

- Customer Service
 - Customer Service Inbound Calls has fully transitioned to our Optum Maryland call team
 - We are maintaining focus on:
 - Training/uptraining staff on processes and procedures
 - Optum Maryland teams continue to partner to ensure timely and accurate resolution
 - Please call us or email the provider relations mailbox for assistance

System and Operational Review

- **Third Party Liability (TPL)**
 - Optum Maryland is targeting completion of update to TPL files on March 15, 2021
 - This functionality will automatically update patient records in Incedo when there is a change in their funding
 - Reprocessing of affected claims will begin once this functionality is in place
- **277CA- Online EDI Survey**
 - Optum Maryland distributed an EDI survey to providers who upload 837 institutional and/or professional claims
 - Any provider who is using EDI and has not received the survey, it can be requested via omd_edisupport@optum.com
 - The purpose of this survey is to identify the appropriate EDI contacts from the providers and understand their EDI process and capabilities
 - The information gathered will assist overall EDI support and the rollout of the 277CA transaction set
- **Retro Eligibility**
 - Retro-eligibility functionality has been running and adjudicated approximately 140,000 claims last week
 - Payments will start to become visible on checks in this week's payment (March 11)

Operations Updates

Operations Updates

- **Uninsured Policy**

- Guidance on the updated criteria for obtaining Uninsured Eligibility can be found in a [provider alert](#) dated February 26. Training opportunities are available in March

- **PRP**

- [Provider alert](#) distributed on March 1 notifying providers of upcoming updates to MNC PRP-M
- Identified different levels of care that can not be routinely delivered, unless clinical criteria supports LOC

- **March 2021 Training Calendar**

- The training calendar for March can be viewed [here](#)
- This month's trainings include sessions on:
 - Claims Submission using the CMS-1500 form
 - Authorization/Service Request
 - PRP Adult and PRP Minor
 - Uninsured Eligibility
 - MDRN Authorization/Service Request and Claim Submission

Operations Updates

- **PRP Adult Authorization Process SSI/SSDI and PRP**
 - [Provider alert](#) dated March 9, 2021
 - If the provider cannot submit documentation to show that the participant has SSI/SSDI, an alternative means of obtaining authorization is detailed in the alert
- **Process for participants changing locations (provider alert pending)**
 - When a participant changes treatment locations and there is an existing authorization on file:
 - If a participant is moving to a different treatment location that has the same TIN and provider type as the existing authorization, and is licensed for the same level of care, no provider action is required
 - If the participant is moving to a different treatment location that has a different TIN and/or is a different provider type as the existing authorization, and is licensed for the same level of care, submit a request to end date the original authorization and enter a new authorization request
- **SUD and DORS ROI**
 - Providers are reminded to re-complete SUD ROI form for the MCOs, and DORS ROI forms for Supported Employment “Ticket to Work” process on an annual basis

Operations Updates

- **Combination of Services with SUD 3.1**
 - For individuals in ASAM Level 3.1 services, ASAM Level 1 services may also be reimbursed. ASAM Level 2 services (SUD IOP, PHP) will not be reimbursed
 - For individuals in other ASAM Level 3 services (3.3, 3.5, 3.7, 3.7WM), no ASAM Level 1 or ASAM Level 2 services will be reimbursed
- **SUD IOP Authorization Parameters**
- **Authorization Corrections Requests**
 - Correct procedure to add a code to an existing authorization is to submit a new authorization request for the missing code
 - [Provider alert](#) dated March 10, 2021
- **PRA and 835 for Encounters**
 - Optum Maryland has begun the release of Provider Remittance Advice (PRAs) and 835s for approved H2016 claims
 - Provider alert pending

Provider Questions

Provider Questions

- We do ask for provider questions to be submitted in advance and give advanced notice for questions to be. This is so Optum Maryland and MDH have time to research and find appropriate answers in preparation for the meeting.
- During the “Question and Answer” session, we will answer questions to the best of our ability at the time regarding known issues, processes, policies, functionality and services
- Unfortunately, we are not able to answer questions that are “provider specific” as these typically require research and evaluation
- When these provider-specific questions arise on the call, we advise that the provider contact the call center to report the issue so that it can be recorded and directed to the appropriate team for research and resolution

Provider Council Information

- Slide decks from previous meetings, and associated FAQs can be found on [Maryland.Optum.com](https://maryland.optum.com) at the following link:
 - <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html>
- The next Provider Council meeting will be held on **Friday, April 9, 2021**
- 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

Token and Incedo Provider Portal Registration questions - omd_providerregistration@optum.com
(Please note the underscore in this email address: “omd_providerregistration...”)

Maryland Provider Payments - maryland.provpymt@optum.com

Maryland EDI Team – omd_edisupport@optum.com (please note the underscore in this email address: “omd_edisupport...”)

To register for Provider Alerts - marylandprovideralerts@optum.com

Thank you.

The Optum Maryland Team

