



Maryland Provider Council Meeting

January 13, 2023
Hosted by Optum Maryland

Agenda

- 1 Welcome
- 2 MDH Updates
- 3 Incedo Provider Portal Updates
- 4 Operations Updates
- 5 Provider Questions

MDH Updates



Public Health Emergency Planning Activities

Maryland Department of Health, Office of Health Care Financing

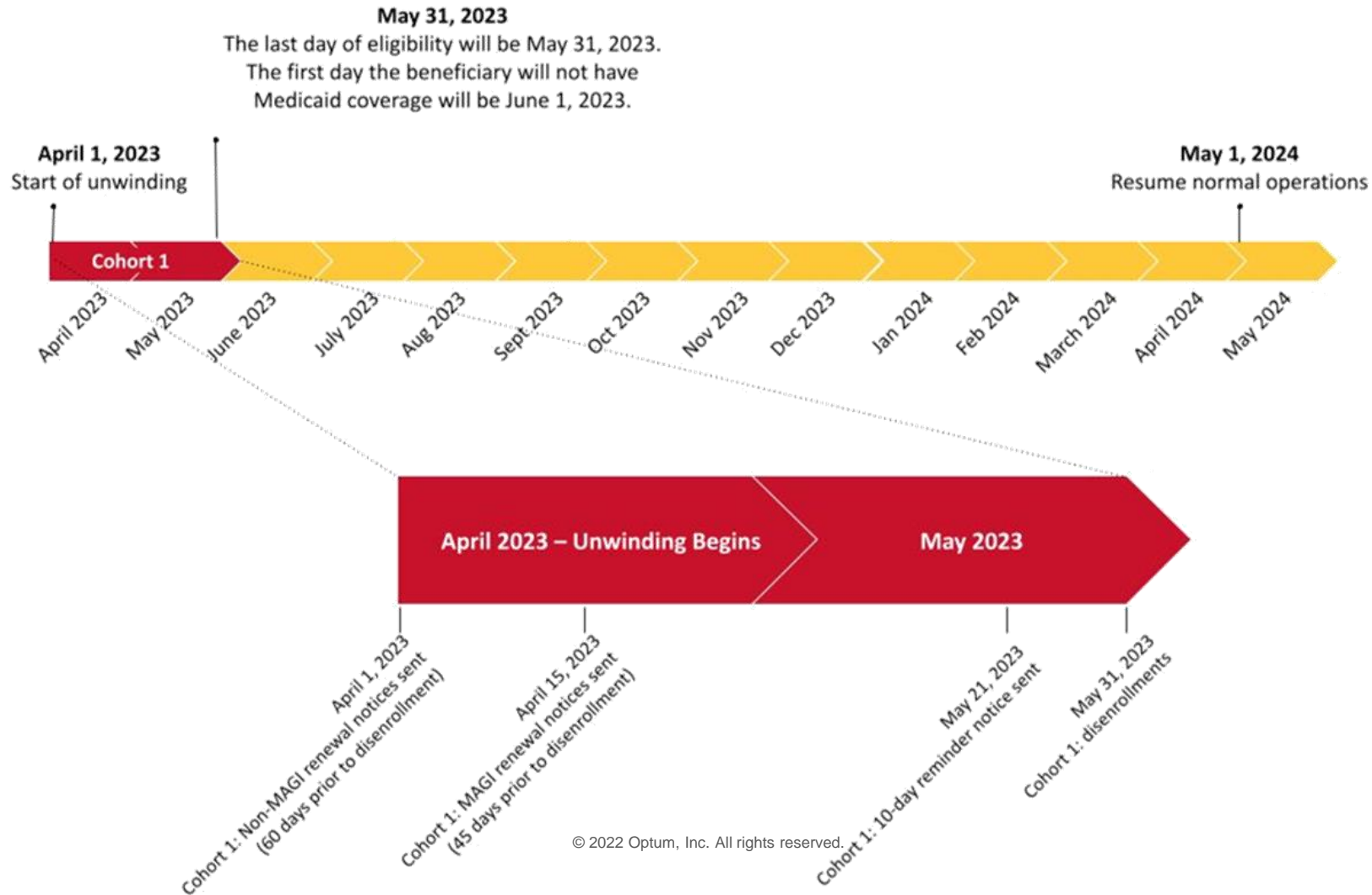


Public Health Emergency Unwinding

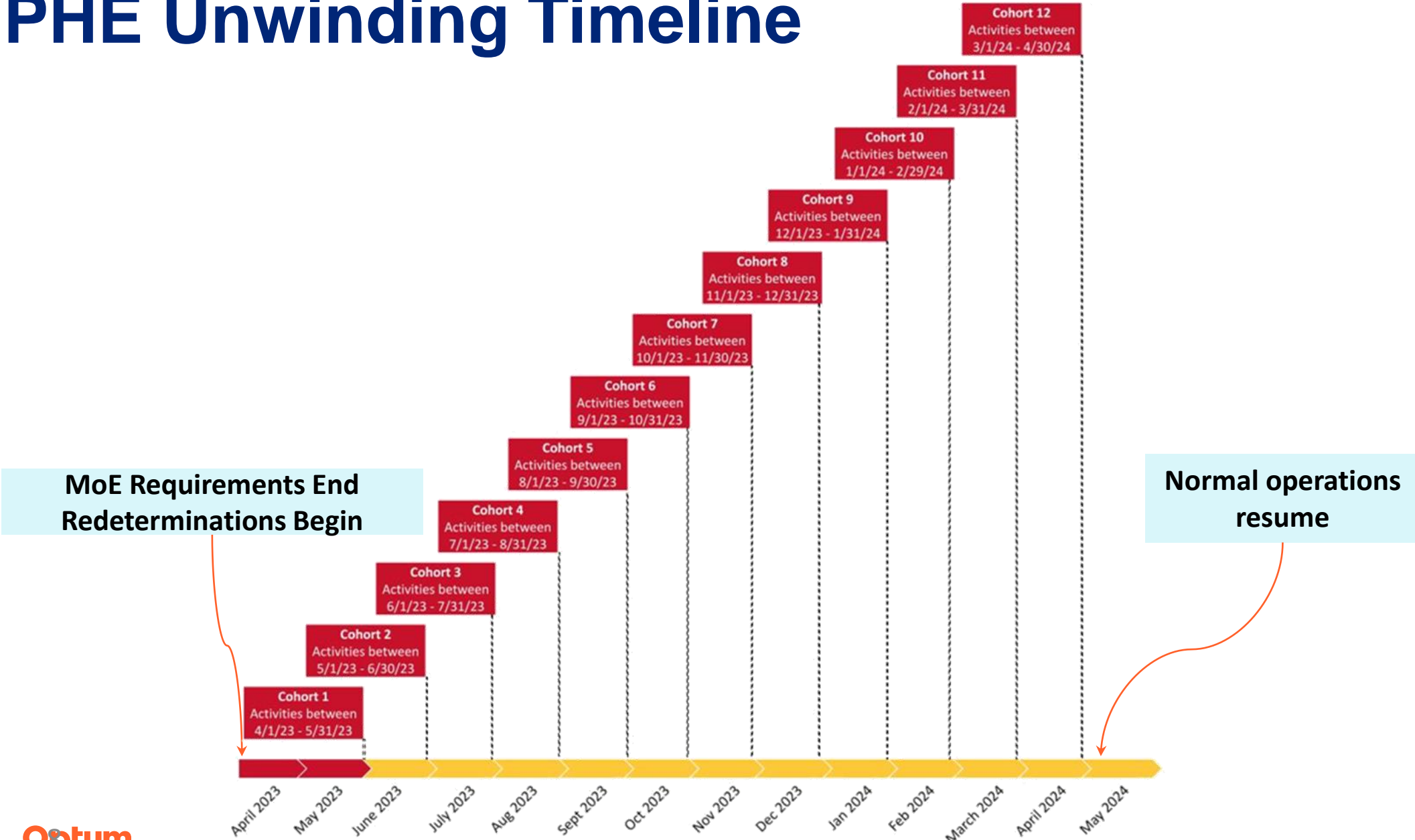
Public Health Emergency (PHE) Unwinding Overview

- The Families First Coronavirus Response Act (FFCRA) provided an enhanced Federal Medical Assistance Percentage (FMAP) of 6.2% to states that met Maintenance of Eligibility Requirements (MoE) during the PHE. FFCRA MoE provisions required states to extend continuous eligibility to all participants through the end of the PHE.
- **These requirements have now changed. The PHE and MoE requirements are no longer linked.**
- The [Consolidated Appropriations Act, 2023](#) became law on December 29, 2022. The legislation amended certain provisions of FFCRA and **decouples** the MoE requirement from the PHE.
- MoE requirements will now sunset on **April 1, 2023**, at which time states may begin unwinding procedures.
 - Maryland will continue standard redetermination mailings in April 2023, with the first disenrollments for participants who no longer qualify for coverage occurring at the end of May 2023.

Zoomed In - PHE Unwinding Timeline



PHE Unwinding Timeline



Communications

- **MDH is partnering with essential stakeholders to prepare for outreach efforts as the PHE Unwinding approaches**, including:
 - Maryland Medicaid Managed Care Organizations (MCOs)
 - Maryland Health Benefit Exchange (MHBE)
 - Maryland Department of Human Services (DHS)
 - Chesapeake Regional Information System for our Patients (CRISP)
- The communications campaign will include paid media, social media messaging, and other advertising and digital campaigns, in addition to targeted outreach by the MCOs.

MDH and BHA Updates

Deaf and Hard of Hearing Stakeholder Meetings

- The Policy and Procedures subcommittee of the Behavioral Health Administration (BHA) will host five regional stakeholder meetings to share information on PBHS services available and to obtain input from stakeholders on how to enhance public behavioral services for individuals who are deaf and hard of hearing in Maryland. Please click [here](#) for full details.

Medicaid Reimbursement

- BHA is in the process of implementing Medicaid reimbursement for Certified Peer Recovery Specialist services in SUD Outpatient settings, OTPs, and HQHCs.
- These services are expected to be available for billing through the ASO (Optum) in March of this year. Resources are available on the [BHA Consumer Affairs Website](#) to support providers and answer questions related to the transition.
- Further, we are in the process of scheduling our third provider feedback session for February 2023. More details to come soon.
- Please send your questions directly to peer.reimbursement@maryland.gov.

Incedo Provider Portal Updates

Incedo Provider Portal Updates

On October 22, 2022, the Incedo Provider Portal was upgraded to version 7. This upgrade triggered a number of issues that impacted users in a number of ways.

As of January 2023, most of the more critical issues affecting Incedo Provider Portal (IPP) users that arose from the upgrade of Incedo to version 7.2 on October 22, are now considered resolved.

- Additional fixes for several issues that did not directly affect providers' ability to input authorizations were deployed on December 12.
- A fix for the issue that caused authorization denials for "invalid units" was deployed on December 12. Additionally, these authorizations (if any) are identified and corrected on a nightly basis.

Optum continue to work to resolve remaining issues, including:

- Authorizations that are submitted with the correct number of units but may be denied for invalid rate/frequency.
 - The fix for this issue is scheduled to be deployed by the end of January 2023.
- Providers may not be able to open documents attached to authorizations (such as the Administrative Denial Checklist).
 - Information from these attachments is being pasted into the "Notes" section of the "Service Request" screen.
 - A [provider alert](#) that describes this workaround was released on January 5, 2023.

Incedo Provider Portal Updates

- Some providers continue to experience duplicated pended authorizations.
 - The fix for this issue is scheduled to be deployed by the end of January 2023.
- Providers are unable to “tab” between fields on the Claim Submission page.
 - The fix for this issue is scheduled to be deployed by the end of January 2023.
- Some providers report system performance is slower than optimal levels with authorizations appearing “in process” rather than being approved immediately.
 - These issues are all being addressed aggressively; the “in process” issue automatically resolves itself by the end of the day.
- Optum Maryland will continue to monitor system performance.

Operations Updates

Operations Updates

Interest Payments for Q4 2022

- Providers who are due interest payments for the fourth quarter of 2022 will receive a letter into their Incedo “Download” folder by end of day on January 13, 2023.
- Checks will be mailed to these providers no later than January 13, 2023.

Authorization End-Dating Functionality

- The Outpatient Discharge/End Date Change Request form will be removed from the Incedo Provider Portal (IPP), effective January 31, 2023. As of this date, providers must use the authorization/end-dating functionality in the IPP as outlined in a [provider alert](#) dated January 11, 2023.
 - **For Outpatient services:**
 - Enter the date on which you want the authorization to be ended. The discharge date is the same date. For level 1 Outpatient services, that is all that is required.
 - **Higher levels of Outpatient services** (PHP, IOP, etc.):
 - It is best for providers to complete the Clinical Discharge form in addition to entering the discharge using the functionality described above.
 - **For all residential services** (e.g., Inpatient, Residential Treatment Centers, Residential Crisis, Substance Use Disorder Residential):
 - Please enter the date of the last night the patient’s “head was in the bed.” This will be the day before the day the patient actually left the facility.
 - Providers should also complete the Clinical Discharge form to provide Optum with important clinical/follow up information.

Operations Updates

Window of Submission

- No authorizations should be entered more than 30 days in advance of the start date
- If experiencing system error issues that affect submission, please report it to our call center

Missing Claim Images

- Claim images associated with a number of claim lines were erroneously deleted from our records.
- Optum has recovered images from October 2020 forward, however, we require the assistance of affected providers to recover claim images submitted between January 2020 to October 2020.
- Optum will begin outreach (via a letter delivered to your Incedo “Download” folder) during the week of January 15, 2023.
- Please see [this provider alert](#) dated January 11, 2023, for details.

Delivery of 1099 Tax Forms for 2022

- 1099 tax forms for the year 2022 will be mailed to providers no later than January 31, 2023.
- For more information, please see [this provider alert](#) dated November 11, 2022.

Member Explanation of Benefits (EOB)

- Planning for distribution of participant EOBs in the first quarter.
- EOBs sent out in Q1 will contain the previous six months of services.

Office Closure Over Martin Luther King Jr. Day

- Optum Maryland offices and call center will be closed on **Monday, January 16, 2023**.
- Provider payments will occur as usual, on January 19, 2023.

Operations Updates - Reminders

- Reconciliation Emails
 - Please ensure that all reconciliation related correspondence is routed to Maryland.provpymt@optum.com versus individual reconciliation manager email addresses.
- Providers are asked to ensure that their mailing address is updated/correct in MMIS (via ePREP) for important mail correspondence
- Please check the Dashboard in the Incedo Provider Portal for important notifications including system downtime and new downloads
 - Optum will use the Download folder within Incedo as one means of delivering important information
- Providers who provide SUD services should ensure that MCO ROI forms are signed and up-to-date
 - Participants should be given the opportunity to sign these forms
 - Signed forms expire after 12 months and will need to be updated

Provider Questions

Provider Council Information

Slide decks from previous meetings 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, February 10, 2023**
- Meeting reminders will be sent at the beginning of the month

Frequently Used Phone Numbers 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 - marylandproviderrelations@optum.com

Thank you

TPL/COB Processing and Reprocessing

TPL/COB Processing and Reprocessing

- **2020/2021 TPL Claims Paid as Primary then down adjusted**

- Claims were paid as primary, then retracted based on updated TPL files from MDH loaded to Incedo
- **DOS through 12/2022 are complete**
 - **2022 Claims**
 - Processed 347 claims with \$65k
 - Paid on checkwrite 12/1/2022
- **Optum continues to align with MDH and implement processing requirements for the post public health emergency processing of COB claims (See 8/2/2022 provider alert for details).**
 - This will include an update to the COB portion of the handbook and other provider notifications.

- **Important information**

- **See Provider Alert: 9-22-22: New: Process for Electronically Submitting COB Claims with an EOB**
 - Now able to submit EOBs for \$0 pay from another payor through the Portal:
 - When other carrier paid, complete boxes 11d, 9 a and d, and box 29
 - Submit the claim electronically through the portal or 837 process
 - See the provider alert for specific/detailed instructions
- **See Provider Alert: 8-5-22: Issues Impacting Participant Eligibility**
- **Medicare Advantage Plans:**
 - Update guidance will result in the following:
 - Claims submitted to OPTUM will deny for Service Payable by Other Primary Carrier
 - Providers must submit to Medicaid via paper or portal submission
 - Instructions can be found: <https://health.maryland.gov/mmcp/pages/provider-information.aspx>
 - E Medicaid Portal and Instructions: <https://encrypt.emdhealthchoice.org/emedicaid/>
- **MDCR Crossover Claims:**
 - Do not send to Optum
 - These will result in denial of Service Payable by other Primary Carrier
 - Will automatically cross from Optum to MDH for processing
- **Participant disagrees with TPL Record:**
 - Process outline in previous meeting notes