



Maryland Provider Council Meeting

April 8, 2022

Hosted by Optum Maryland

Agenda

- 1 Welcome
- 2 MDH Updates
- 3 TPL/COB Processing and Reprocessing
- 4 Eligibility
- 5 Negative Balance Repayment
- 6 Operations Updates

MDH Updates

MDH Updates

- PT54 negative balances were due March 31, 2022 (unless other arrangements were agreed upon). Letters will be sent to PT54 providers who have not remitted final balances this week.
- The due date for all providers' negative balance (due to retro-eligibility reprocessing) is now May 20, 2022.
- Covid Point of Care Testing kits are now available for behavioral health providers. Priority for these kits are RRP, recovery residences, RTCs, residential crisis, and SUD residential. The kits can be picked up from the local health departments on a "first come first serve" basis. Please reach out to your LBHA Covid contact for additional details.

TPL Processing and Reprocessing

TPL/COB Processing and Reprocessing

• 2020 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
- Analysis began in February 2022 and is still underway (4.6.22)
 - **Expecting a revised report week of 4/11/2022 to include dates on PRA**
- Optum and MDH will review and provide update
- **Update:**
 - 3 “buckets” identified
 - Denied with in 6 months of receipt – No action
 - Denied 6 months to 1 year – Under Review
 - Denied >1 yr - Under review

• COB Claims Denying for No Auth

- **Claims denying for no auth**
 - Claims to stop denying week of 2/6/22
 - Complete
 - **Reprocessing is underway**
 - Expected Completion 4/30/2022
 - <5% Complete as of 4/6/2022
 - Claims processed by Optum back to 1/1/2020
 - Including those with DOS in 2019 that were processed by Optum
 - Some may not pay because of other denial reasons, some providers may have submitted a new claim that paid. The no auth claim will be denied as a duplicate.

• COB Claims Not Pending for Review

- **Claims with OPA declared are not always pending**
 - When no TPL record on file but an OPA Amount is submitted
 - These claims are all now pending as of 2/2022
 - Claims in history that need to be reprocessed as they paid as primary
 - **Analysis underway will be socialized with MDH 4/7**
 - **18k Claims Impacted**
- **Claims with an EOB, but no OPA Amount Declared on Claim**
 - **Short and Long Term Solution Under Review**
 - **Low claims volume impact expected**

- **All claims will be reprocessed. If the participant has Medicare the claims would have been processed as a crossover claim and should not be sent to Optum for processing. Therefore, providers may receive denials for claims as Service Payable by Other Primary Carrier.**
- **If the provider/participant disagrees that a participant has another carrier, please contact Optum Customer Service. (Please see process previously outlined)**

Eligibility

Eligibility

- Participant eligibility dates in Incedo have fallen out of sync with dates in MMIS
- This issue affects claims processed on or after March 1, 2022
- This issue may cause claims to deny for the reasons “*Member not eligible on date of service*” or “*Date of service not authorized*”
- On March 18, Optum Maryland began to hold affected claims from the check-write process to prevent them from denying
- An Incedo system update, targeted for April 9, will re-establish a regular sync of eligibility dates in Incedo with those in MMIS
- Once this functionality is returned, Optum will begin to process held claims through check-write and claims processed prior to March 18 which denied, will be reprocessed
 - No provider action is necessary
 - Reprocessing expected to be complete by May 1, 2022. Please speak to your reconciliation manager if you still have outstanding denials after this date
- Authorizations that are beyond the 20-day backdating limit – backdating exceptions will be approved if an authorization could not be entered due to this issue
- Long-Term Care eligibility spans are being worked with high priority

Negative Balance Repayment

Negative Balance Repayments

- Optum Maryland and MDH would like to thank providers who have paid down their negative balances and estimated payment balances and for your continued engagement with your reconciliation managers

Over \$16M received to-date in negative balance repayments

Over \$18M received to-date in estimated payment repayments

- Thank you to the providers who participated in the Claim Lifecycle Report Pilot Project
 - The Claim Lifecycle Report is now being delivered to all providers. These will be delivered to the Download folder within Incedo in the coming weeks
 - To access documents in the Download folder:
 - Log-in to the Incedo Provider Portal and go to the “Downloads” screen
 - In the “Downloads” folder you will see all items that have not yet been downloaded (downloading means clicking on the file and opening/saving it)
 - There is a checkbox to display items already downloaded. This checkbox defaults to “unchecked” and will only show new items that have not been downloaded. Check the box to view all items; both new and those already downloaded

Operations Updates

Operations Updates

Interest Payments

- Phase 1
 - Letters re-sent to providers post-marked March 25, 2022
 - Checks mailed to providers on March 31, 2022
 - Report delivered to Incedo folders on March 29, 2021
- Phase 2
 - For the period December 1, 2021 – March 31, 2022, letters will be sent to providers
 - Checks to be mailed no later than April 14, 2022
 - A report will be delivered to the Incedo folder detailing claims that generated this interest

Incedo Portal Authorization Issues

- Issue 1: Non-clinically reviewed authorization requests remain in “Pended” status. Fix made to Incedo system on April 2. No provider action required
- Issue 2: Entry of more than one diagnosis on the authorization request generates an error message and the request is not submitted. A permanent fix is targeted to the Incedo Provider Portal on April 9.
 - Users should enter only one diagnosis in the authorization request window
 - All relevant diagnosis should be entered on the Clinical form

Operations Updates

- Effective March 25, a new authorization plan, *Psychiatric Rehabilitation Program (PRP) 1st Adult Concurrent Request* should be chosen when requesting the first concurrent authorization after the initial two months have been utilized
- When an authorization request is completed for a non-clinically reviewed level of care, the Incedo Provider Portal will automatically update and populate the “Insurance” field to match the current, appropriate coverage for the participant.
 - After completing the authorization request the user may notice that the authorization status displays as “In process.” To display the accurate/current status the user can leave the Authorization screen and return to it or click “refresh” on this page
- PRP – Clinical Trainings in May
 - Adult PRP – May 10
 - Minor PRP – May 12

Operations Updates

- Claim Lifecycle Report
 - “Reported Offset Amount” missing from reports printed March 14 and March 16
 - Corrected reports have been generated for affected providers and delivered to the Incedo “Download” folder on March 28
 - The incorrect version of the report was deleted from the Incedo folder
 - The April monthly report (for providers who requested a monthly report) will be generated on April 12 will completion expected by the end of that week
- [ABA MCHAT Training](#) - Part 2: Friday April 8, 2022, 12:00 – 1:00 pm EDT
- The April Provider Training Calendar is posted on the Optum Maryland website, [here](#)
- 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

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, May 13, 2022**
- Meeting reminders will be sent at the beginning of 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