



Maryland Provider Council Meeting

December 11, 2020

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 Enhancements
- 6 Operations Updates
- 7 Provider Questions
- 8 Wrap Up

Maryland Medicaid Updates

Maryland Behavioral Health Administration Updates

Assisted Reconciliation

Assisted Reconciliation

- Assisted Reconciliation (ARE) Report 1, for claims with dates of service in 2019 and January 2020, was released on November 30, 2020. Providers can find this report in the “Downloads” folder in Incedo.
- Providers should ensure that all claims for 2019 and January 2020 are listed on the report and therefore accounted for in Incedo. If a provider has a claim on their books, that does not appear on report – the provider must submit the claim within 1-year of the date of service, to meet timely filing requirements.
- Providers should also complete the Assisted Reconciliation Questionnaire which will be made available each month, as the ARE Reports are delivered. This questionnaire allows providers to tell us if all claims are accounted for on the report, or if claims are missing.
- Information about the reconciliation process, including relevant provider alerts, training materials, and FAQs can be found on a dedicated Reconciliation webpage, [here](#).

Assisted Reconciliation Reports

Providers will receive a series of five reports that provide detailed information of the claims submitted for specific periods of time as follows:

- **Assisted Reconciliation Report 1** (delivered on November 30): 2019 and January 2020 dates of service claim submissions
- **Assisted Reconciliation Report 2** (delivery last week of December): February & March 2020 dates of service claim submissions
- **Assisted Reconciliation Report 3** (delivery last week of January): April & May 2020 dates of service claim submissions
- **Assisted Reconciliation Report 4** (delivery last week of February): June & July 2020 dates of service claim submissions
- **Assisted Reconciliation Report 5** (delivery last week of March): Claim Denials

System Enhancements

System Enhancements

999 response:

- Providers now receive a 999 for both accepted and rejected 837 files. The information given in the 999 will confirm whether files were Accepted or Rejected.
- The **IK5** and **AK9** segments of the 999 now indicate an '**A**' for Accepted or a '**R**' for rejected. (Please note – prior to this release, providers have been told that if they did not receive a 999 to assume that their files were Rejected.)
- The 999 for the rejections tells the provider the exact line number(s) and EDI segment(s) that caused their 837 to reject. We are also referencing the EDI Implementation Guide that is out on the <https://maryland.optum.com/> website.
- Additionally, The EDI team has been contacting providers daily by email to notify them that their 837s rejected
- A couple of providers have reached out and asked for assistance in understanding how to read the 999. This led Optum to work on creating instructional documentation that will assist providers' understanding of how to read the 999.

System Enhancements

Example of a 999 returning Accepted (A) status:

ISA*00* *00* *ZZ*OMDBH *ZZ*SUBMITTERID *201111*1708*^*00501*000161200*0*P*:~
GS*FA*OMDBH*SUBMITTERID*20201111*1708*1*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*FA*1*005010X222A1~
AK2*837*000000001*005010X222A1~
IK5*A~
AK9*A*1*1*1~
SE*6*0001~
GE*1*1~
IEA*1*000161200~

Example of a 999 returning Rejected (R) status:

ISA*00* *00* *ZZ*OMDBH *ZZ*SUBMITTERID *201111*1524*^*00501*000000356*0*P*:~
GS*FA*OMDBH*TBD*20201111*1524*356*X*005010X231A1~
ST*999*0001*005010X231A1~
AK1*FA*356*005010X222A1~
AK2*837*0356*005010X222A1~
IK5*R*4~
AK9*R*1*1*0~
SE*6*0001~
GE*1*356~
IEA*1*000000356~

System Enhancements

277CA:

- Phase 2 of the 999/277CA implementation involves delivery of the 277CA to a test group, in batch mode
 - We are currently conducting internal validation testing to ensure appropriate response data within the 277CA file
- Phase 3 will involve supplemental claim status reporting delivered to all providers (both EDI and non-EDI) via IPC portal download
 - Development is currently underway. Pilot expected in December prior to release.

Operations Updates

Operations Update

Completion of Tranche 3 PRAs. Where payments associated to these PRAs are due, Optum is on target to deliver these payments to provider's PaySpan accounts by Friday, December 11

- Payments will be due when claims amount is greater than the providers estimated payment balance

December Training Calendar now available to view [here](#)

- We are looking to develop PRP provider trainings

New authorization retro rules starting on January 1, 2021 (alert pending)

- Authorizations can only be back-dated 14-calendar days
- Urgent levels of care must still be pre-authorized within 24-hours or 1-calendar day turn-around

PRP claims drilldown

- PRP claims workgroup will meet again on December 18

PRP authorizations drilldown

- PRP authorizations workgroup will meet again in December
- Administrative authorization denial list
- Modifications to PRP forms to improve clarity/ease of use

Provider Questions

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, January 8, 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

To register for Provider Alerts - marylandprovideralerts@optum.com

Thank you.

The Optum Maryland Team

