



Maryland Provider Council Meeting

July 8, 2022

Hosted by Optum Maryland

Agenda

- 1 Welcome
- 2 MDH Updates
- 3 TPL/COB Processing and Reprocessing
- 4 Eligibility
- 5 Customer Services Quarterly Update
- 6 Operations Updates
- 7 Provider Questions

MDH Updates

MDH Updates – A Provider Alert with the following information will be sent early next week regarding two issues:

1. The specific actions that providers will need to take to qualify for \$25,000 in Estimated Payment Forgiveness. **Must be completed by July 15th, 2022.**
2. The specific actions that providers need to take on recoupment. Must be completed on receipt of a demand letter from Optum Maryland.

ESTIMATED PAYMENT FORGIVENESS

- Final date to calculate forgiveness – Amounts used to calculate forgiveness are based on the most recent claims history data/report given to providers in June and will be honored for the 7/15/22 forgiveness deadline.
- If that balance is paid down to \$25,000 or less by July 15,2022, the provider qualifies for forgiveness of \$25,000. (This includes all submissions post-marked or submitted until July 15).
- If a provider's EP amount subsequently increases above \$25K due to reprocessing, etc. the State will honor the original forgiveness amount.

RECOUPMENT

- Following a brief delay to finalize balances, Optum will post a demand letter in provider mailboxes near the end of July or in early August, referred to below as “Start Date.” The demand letter will also be sent by certified mail and email where possible.
- Beginning on the “Start Date,” which will be clearly communicated ahead of time, all claims that are reprocessed or paid from the Estimated Payment Period will be paid LIVE and will NOT go to offset Estimated Payments as they did previously.
- The demand letter will contain the **total** amount of the provider’s remaining liability for Estimated Payments. The TOTAL liability reflected will not NOT be reduced by the amount being appealed/reprocessed etc. It is the full amount.

RECOUPMENT continued

- Providers will have 10 business days from the date the letter is placed in their Incedo mailbox to complete a short survey and indicate how they wish to repay their Estimated Payment balance:
 1. Payment in full in 30 days by wire transfer or check (instructions will be included).
 2. Clipping of current claims at a rate of 20%, 40%, 60%, or 100% of either or both their State and Medicaid EP claims. (Clipping must be a flat percentage, we don't have the ability to select a specific dollar amount.)
 3. Monthly payments made via ACH withdrawals (instructions will be included.)
 4. A combination of #2 and #3.
- If a provider fails to complete or respond to the survey, their claims will be clipped starting at 50%, and may escalate if that amount is insufficient to pay the Estimated Payment balance in 12 months.

RECOUPMENT continued

- Providers will receive confirmation of their survey choices and an estimate of any balloon payment that may occur at the end of the 12-month process as a result of their choices.
- Providers will receive at least one week notice of when clipping will begin once survey results are loaded.
- ACH withdrawals will begin pending notice from Wells Fargo.

RECOUPMENT APPEALS AND REPROCESSING:

- Recoupment will be calculated against the TOTAL provider liability balance. Amounts being appealed or re-processed will NOT reduce this balance.
- Throughout the 12-month recoupment period, providers wishing to dispute the accuracy of claims denials should, if they have evidence of errors in specific claims adjudicated, use the same dispute process as is outlined in the Provider Resources Section of the Optum website for disputing negative balances:
 1. Begin with the reconciliation manager, then
 2. Optum Level 1 dispute, followed by
 3. BHA Level 2 dispute, and, if necessary
 4. Office of Administrative Hearings Appeal.

RECOUPMENT REPROCESSING:

- If a provider wins an appeal or if a claim is reprocessed and paid, the amount due will be paid LIVE to the provider. It will not reduce the provider liability against estimated payment. (e.g., Provider owes \$100K, and successfully appeals \$10k. They will still owe \$100K but will have a check in hand for \$10K.)

BHA Updates

- SAMHSA has released the application process for SOR II, Year 2 No Cost Extension. SAMHSA will allow existing SOR II funded projects to request an extension of the Year 2 grant to continue to implement any projects not fully implemented and will have unspent funding after September 29, 2022.
 - All requests are due to BHA on July 18, 2022.
 - Please reach out to Seante' Hunt at seante.hunt@maryland.gov if there are any questions regarding the instructions sent out.
- BHA is also working on the selection of SOR III projects and completing Maryland's application which is due on July 18, 2022.
- PRP Survey is now live at the following link:
https://marylanddohmh.qualtrics.com/jfe/form/SV_9AXPAQAga9LUMZg
- Proposed changes to the dangerousness standard for Involuntary Civil Commitment is scheduled to be published in the Maryland Register on August 12, 2022. MDH is accepting comments on the proposed changes until September 12, 2022.

TPL/COB 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
 - Revised Report Received Week of 5/2/2022
 - 53k Claims Identified
 - 10,976 (complete) No Longer Have a TPL Record on File – Rebatch to begin Week of 6/6/2022 (est. pay period being adjudicated first)
 - **1600 additional claims identified and to be rebatched week of 7/4**
 - 42,708 – Under Review with MDH for Reprocessing
- **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 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
 - **An estimated 14k Claims Impacted**
 - 514 Providers
 - \$4M POTENTIAL Dollars
 - Bulletin to be published week of 5/23
 - Optum to begin reprocessing 5/30 with estimated completion date of ~~6/30/2020~~ **7/15/2022** (estimated payment period being adjudicated first)
 - These claims will result in retraction of over paid dollars
 - **93% Complete as of 7/1/2022**
- **Claims with an EOB, but no OPA Amount Declared on Claim**
 - **Short- and Long-Term Solution Under Review**
 - **Low claims volume impact expected**

• Important information

- **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

Eligibility

Eligibility

- Child and Adolescent LTC Coverage
 - Testing and evaluation of solution with additional analysis is underway
- Claims Denying for Eligibility
 - Optum continue to reprocess these claims as the analysis is being refined

Customer Service Quarterly Update

Customer Service Statistics

Customer Service Statistics	Quarter 1 2022			Quarter 2 2022		
	January	February	March	April	May	June
Total Call Volume	13,977	13,695	17,173	15,413	14,811	14,215
Provider Call Volume	8,547	8,071	10,272	9,410	9,010	8,491
Average Handle Time	732 seconds	696 seconds	653 seconds	644 seconds	712 seconds	689 seconds
Top 3 Provider Call Trends	Claims Inquiry Auth Status Inquiry Benefit/Eligibility Inquiry					

Operations Updates

Operations Updates

- **Service Disruption**
 - Optum Maryland is currently experiencing a service disruption that is causing some delays in postal mail and fax transmissions. Providers who have mailed checks to Optum since June 18 onward should email maryland.provpymt@optum.com to advise us that this payment has been sent. Please include the check date and check number.
- **Interest Payments**
 - For the second quarter of 2022
 - Checks will be mailed to providers (who are due interest payments) during the week of July 11
 - An individualized letter and a claims report will be delivered to providers' Incedo Download folders
- **277CA Update**
 - Optum implemented an update to the 277CA on June 25 that was intended to eliminate the supplemental reject report and allow Optum to clearly communicate the appropriate claims processing status for Member and Billing NPI scenarios
 - Issues were identified with the implementation which required Optum to roll-back the implementation
 - A fix to this issue is targeted for the end of July
 - The supplemental report is still in place – providers will continue to receive information about rejected claims
- **Reconciliation Emails**
 - Please ensure that all reconciliation related correspondence is routed to Maryland.provpymt@optum.com versus individual reconciliation manager email addresses.

Operations Updates

- 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, August 12, 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