



Maryland Provider Council Meeting

June 11, 2021

Hosted by Optum Maryland

Agenda

- 1 Welcome and Opening Comments
- 2 Maryland Department of Health Updates
- 3 Retro-Eligibility Update
- 4 Incedo Portal Release Roadmap
- 5 Operations Updates
- 6 COVID-19 Vaccine Billing
- 7 Provider Questions

Maryland Department of Health Updates

MDH Updates

- **Update on the Maryland Medicaid Electronic Health Record (EHR) Incentive Program Survey**
 - As a reminder, the Maryland Department of Health is conducting a health information technology environmental scan survey as part of closeout activities for the Maryland Medicaid Electronic Health Record (EHR) Incentive Program. The purpose of the survey is to gather information about the adoption, meaningful use, and interoperability of EHR systems, the Health Information Exchange (HIE) capabilities/interests, and the Health IT landscape in Maryland. MDH would like to gain information and insights regarding your experiences and perceptions about the EHR Incentive Program. The online survey is available to any healthcare provider serving Maryland Medicaid members currently or in the past.
 - The online survey closes on Monday, June 14, 2021. We encourage you to complete this short survey! The survey is found [here](#), and you will also find it linked on the [MDH Medicaid Provider Information page](#).
- **Medicaid and BHA are in discussions with advocates regarding to what extent telehealth will continue after the State of Emergency.**
 - Partly dependent upon direction from the federal government regarding telehealth and telephones
 - We recognize that telehealth was very helpful during the crisis, and to the extent clinically appropriate, MA and BHA would like continue telehealth in the future

MDH Updates

- **Specialized RRP Program**
 - BHA will shortly be seeking applications from providers to offer a specialized RRP program, which is part of a hospital discharge initiative
- **OMHC multi-disciplinary teams** -- must include at least 3 MH professions.
- **Residential Eating Disorder Program for Adults/Adolescents**
 - Providers should take note of the introduction of a pilot program for residential treatment of eating disorders. This is detailed in a [Provider Alert](#) dated June 9.
- **Reminder: Helping the Helpers**
 - The BHA/MedChi Behavioral Health Webinar Series: Helping the Helpers and Those They Serve is on the 2nd & 4th Thursdays of the month from 5-6.
 - Register at <https://bha.health.maryland.gov/Pages/bhamedchi-behavioralhealthwebinarseries.aspx>.
 - Upcoming Topics:
 - **June 24:** Grief in the Workplace.
 - **July 8:** Relaxation Techniques.

Retro-Eligibility

Retro-Eligibility

- **Optum continues to work on solutions for the overpayment**
- We continue to have the payment recoupment process for negative balances ***turned off*** for the State Fund account to support provider's cash flow
 - Recoupment on the Medicaid Fund bank account is unaffected
- Optum has developed a 2-phase process
 - **Phase 1 will impact providers who are primarily funded from the *State Fund account*.**
 - We are generating an Excel report of claims that were reprocessed by retro-eligibility functionality and created the current negative balance, newly submitted claims held against this negative balance, and the current negative balance to be repaid.
 - These reports will be delivered to the Downloads folder in Providers' Incedo accounts later this month. We will outreach to affected providers to advise of the availability of these reports.
 - 5 business days after report delivery, Optum will reach out to providers to offer support and address questions or concerns in order to facilitate the repayment process.
 - Providers who complete the review and wish to start the process of repayment sooner, can reach out to their provider rep to start the process.

Retro-Eligibility

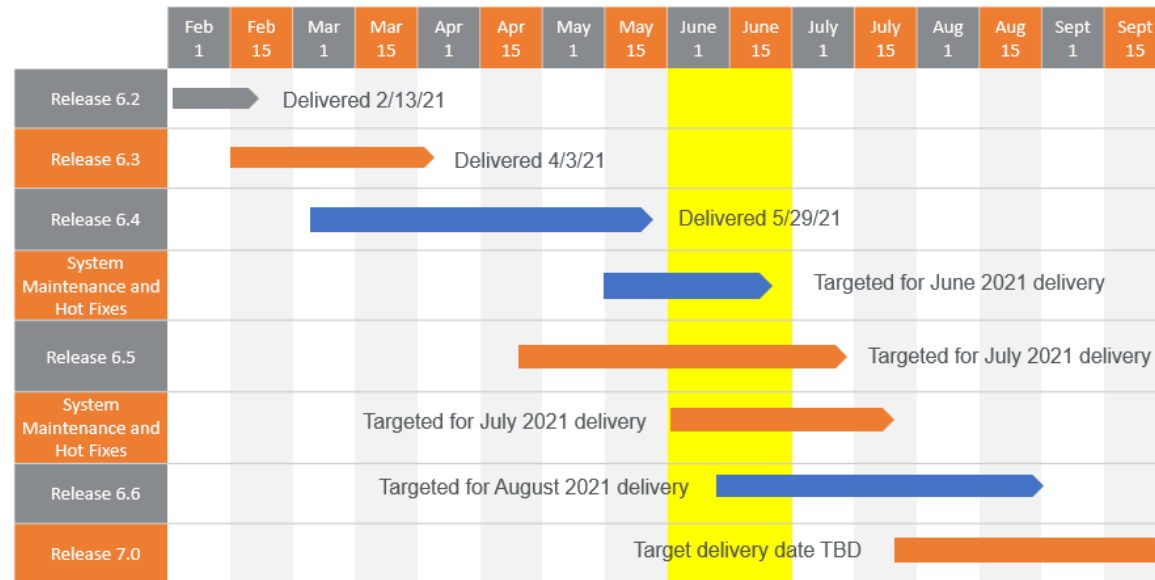
- **Phase 2 of the process will be focused on the recoupment of overpayments of claims from all other providers**
 - This process will be tied to distribution of an electronically uploadable claim file to show the claims retracted and claims held against the retractions. Optum will outreach to providers to discuss the process for repayment of overpayments
 - An implementation date for this phase is TBC
- **Reporting is critical, particularly to this second stage**
 - Optum is prioritizing the production of an 835 for all claims that are processed
 - Historically, claims that were retracted were not released on an 835/ PRA until sufficient claims had been held to cover the retractions
 - This change will give providers a reliable update of retractions that occur at each checkwrite
 - We are completing our evaluation of this process and expect to be able to provide an implementation date for this reporting by the next Provider Council Meeting

Incedo Portal Release Roadmap

Incedo Portal Release Roadmap

- Optum Maryland has posted an “Incedo Release Roadmap” to the Maryland.optum.com website. This roadmap is provided to give providers visibility into the system updates that are due in the coming months
- A link to this Roadmap is posted to the [Incedo Provider Portal Updates](#) page, under the Behavioral Health Providers tab

2021 Incedo Portal Release Schedule



This timeline does not reflect all deliveries. This roadmap is subject to change based on changes in requirements and priorities
 “Hot fix” refers to individual fixes and updates that are implemented outside of the larger, scheduled releases.



Operations Updates

Operations Updates

- **Diagnosis Code Entry for Claims on CMS 1500**
 - Fix targeted to go into system Saturday, June 12, 2021
- **Limitation of Authorization Plans by Provider Type**
 - Providers must use appropriate log-in to see the correct authorization plans
- **20-Day Authorization Backdating: Clarification**
 - Backdating exception process
- **RRP Transitional Visits**
 - Authorization temporarily not required. Provider alert pending.
- **Health Homes Provider Survey**
 - Communicated in a [provider alert](#) dated June 2, 2021
 - Survey completion is due Friday, June 11 so that providers can receive the Health Homes Introductory Webinar invitation

Operations Updates

- **Reconciliation:** Optum would like to clarify that although we do not require spreadsheets to be sent, providers are able to send us spreadsheets if they wish
- **Reminder to providers to get MCO ROI forms signed again**
 - ROI forms expire after 12 months
 - Have impact on patient care

COVID-19 Vaccine Billing

COVID-19 Vaccine Billing

- **Providers can submit claims for vaccine administration**
 - Providers who already bill somatic codes through an MCO should use that mechanism with existing somatic vaccine codes
 - Providers not paneled with MCOs should submit claims (no authorization needed) through the Optum Maryland ASO
- **Vaccines should be administered as soon as providers become eligible and receive supplies**
 - All claims for administration of the vaccine should be submitted using only one ICD-10-CM code: Z23, Encounter for immunization, with any place of service (POS).
 - The service will only be billable on the CMS 1500 or 837P
 - Claims will be payable under both Medicaid and Uninsured
- **Presently, providers with the following category of services can be paid:**
 - PT 15, 24, 27, 32, 50, 54, CC, 94, MT and MC.
 - Providers will be alerted when Provider Type PR has been added to the eligible provider types.
- **Providers are encouraged to sign up.** For how providers can become vaccinators themselves through ImmuNet, or instead host vaccine clinics with pharmacy or mobile clinic partners, please see the provider alert, How to Increase COVID-19 Vaccination Acceptance Rates, [here](#)

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, July 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

