



Maryland Provider Council Meeting

March 11, 2022

Hosted by Optum Maryland

Agenda

1 Welcome

2 MDH Updates

3 Update on Negative Balance

4 TPL/COB Processing and Reprocessing

5 Customer Service

6 Operations Updates

MDH Updates

MDH Updates

- The Behavioral Health Administration (MDH-BHA), Clinical Services, Adults and Older Adults Division, Office of Treatment Services, has released an announcement about the availability of \$2,947,364 in funding for the implementation of Contingency Management Initiative (CMI) for State Fiscal Years SFY 2022 through SFY 2023, having a Performance Period of March 01, 2022, through March 14, 2023. Funding for this project is provided through the Substance Abuse Prevention & Treatment Block Grant (“COVID-19 Supplemental-SABG” awarded to the State of Maryland, by the Substance Abuse and Mental Health Services Administration (SAMHSA). BHA intends to provide funding to Community-Based Outpatient Substance Use Providers to implement this initiative within their existing program structure. More information will be shared as it is available.
- BHA Clinical Services has been working with the MDH COVID response team to provide COVID kits for behavioral health providers. We will be working with the health department to coordinate a process for providers to obtain the kits.
- BHA has reviewed the proposals for COVID block grant funding for Point of Care testing for residential Substance Use Treatment Providers. We are working with the LBHAs to determine award amounts. More details will be coming soon.

MDH Updates

- Provider's who more than \$500 and never responded to our Survey as to whether they agreed or disagreed with their negative balance amounts, those claims started clipping at 25% last week and we only heard from ONE provider. If we do not hear from those same providers by this time next week, the clipping amount will increase to 40% the week of 3/20.

Update on Negative Balance

Update on Negative Balance

- First retractions against state negative balances occurred on check-write of February 13, 2022
 - The amount clipped is either 25% or 50% of weekly claims averaged over your last 10 months of claims submissions (January 2021 - October 2021, with the exception of March).
 - The amount credited to your negative balance will be reflected at the bottom of your PRA.
- *Notice of Recoupment of Retro Eligibility and Overpayments* letters were resent to providers who did not receive them when first sent. These providers needed to respond to Optum by February 25, 2022.
 - **If you did not respond, reductions will be made on claims beginning on March 6, 2022, based on claims from the week of February 28.**
- Claim Lifecycle Report
 - Reports have now been delivered to providers who requested a copy using the survey
 - Reports will be delivered to ALL providers without the need to request by the end of March.
 - Reports can be generated monthly and will be delivered on the second full week of the month

TPL Processing and Reprocessing

TPL/COB Processing and Reprocessing

• 2019 TPL Beacon Historical

- **5567 Claims Reprocessed to Re-Pay Providers in Nov and Dec 2021**
- **Optum completed another review:**
 - 2487 additional claims identified for 290 providers
 - \$223k to be repaid
- **Remediation:**
 - Reprocessing of claims to be completed February 2022 - **COMPLETE**

• 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 underway February 2022
- 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

• “New Day” Paying as Secondary

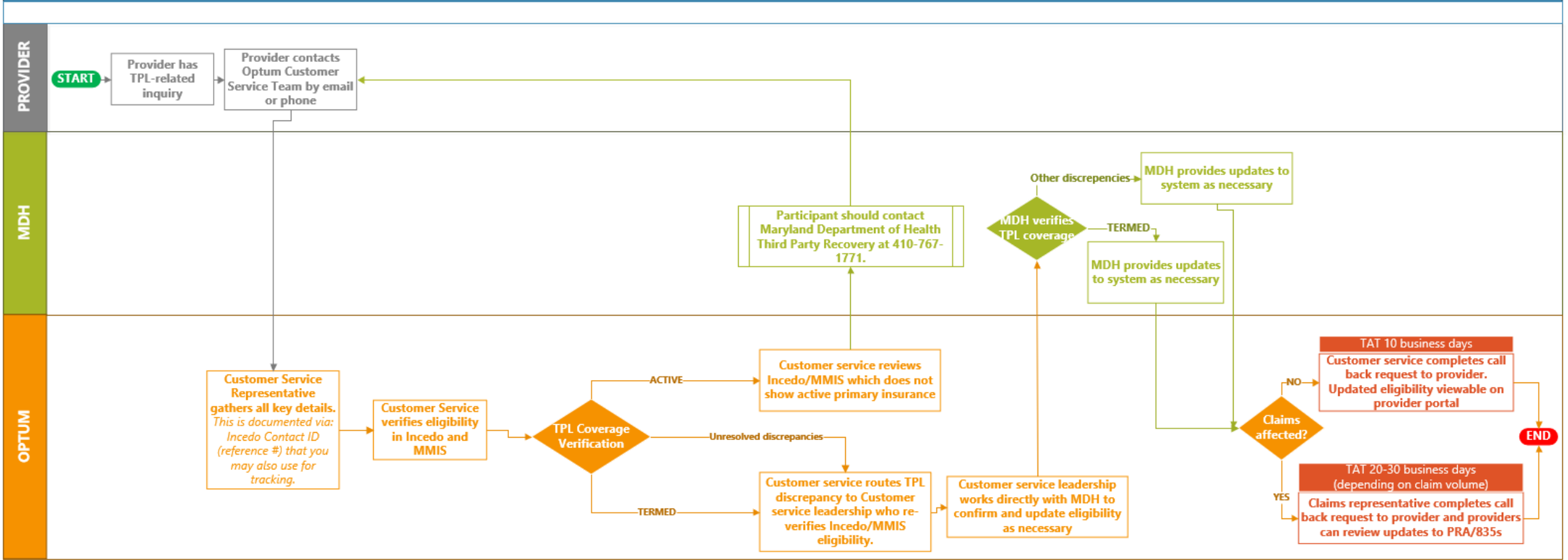
- **Claims denying for no auth**
 - Claims to stop denying week of 2/6/22
 - Complete
 - Identifying claims for reprocessing
 - Back to 1/1/20
 - Some may not pay due to other denials, some providers may have submitted a new claim that paid.
 - Long term: Working with IT partners to resolve target date on or after 2/26/2022
- **Claims with EOBs attached or OPA declared are not always pending**
- When no TPL record on file but an EOB or OPA submitted
 - Identifying these claims for reprocessing.
 - Analysis underway
 - Solution implemented 2/9/2022
 - **All Claims are now pending for manual review**

Contact Customer Service for TPL-related issues:

Please contact Customer Service by one of the following methods:

- Call: Customer Service @ 1-800-888-1965
- Or
- Email: Provider Relations @ Marylandproviderrelations@optum.com

TPL Process v1.0



Customer Service Statistics

Stats	October 2021	November 2021	December 2021	January 2022	February 2022
Total Call Volume	16,592	15,238	13,877	13,977	13,695
Provider Call Volume	10,242	9,354	8,753	8,547	8,071
Average Handle Time	803 seconds	767 seconds	770 seconds	732 seconds	696 seconds
Average Speed to Answer	10 seconds	7 seconds	3 seconds	3 seconds	1 seconds
Top 3 Provider Call Trends	Claims Inquiry Auth Status Inquiry Claim Denial Review			Claims Inquiry Auth Status Inquiry Auth Correction Requests	

Operations Updates

Operations Updates

- Letters regarding interest payments were sent to providers on February 15 via USPS
 - Providers will receive an Optum check by March 31, 2022
 - A report will be delivered to Incedo folders in late March to show which claims had interest paid on them
- The PRP Administrative Denial Checklist has been updated to provide greater clarity. This checklist became effective on March 7 and can be [viewed here](#)
- ABA MCHAT Training - Part 1: Friday April 1, 2022, 12:00 – 1:00 pm EST
Part 2: Friday April 8, 2022, 12:00 – 1:00 pm EST
- March Training Calendar – [viewed here](#)
- Providers are asked to ensure that their mailing address is updated/correct in MMIS (via ePrep) for important mail correspondence

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, April 8, 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