



Maryland Provider Council Meeting

May 14, 2021

Hosted by Optum Maryland



Agenda

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Maryland Medicaid Updates

Maryland Medicaid Updates

- The Maryland Department of Health (MDH) is conducting a health information technology environmental scan survey as part of required closeout activities for the Maryland Medicaid Electronic Health Record (EHR) Incentive Program
- The online survey is expected to open Monday, May 17, 2021, and will remain continuously open until it closes on Monday, June 14, 2021. We encourage you to complete the survey once it is available

Maryland Behavioral Health Administration Updates

BHA Updates

Training Opportunities

- **“Overview of Psychiatric Rehabilitation”**
 - Thursday, May 20, 2021
 - 9:00 AM- 11: 00 AM and 12: 30- 2:30 PM
 - [Click here to register](#)
- **“Supporting Skills Practice and Coaching”**
 - Session 1: Tuesday, June 8, 2021, 9-11 AM and 12:30-2:30 PM – [Click here to register](#)
 - Session 2: Tuesday, June 15, 2021, 9-11 AM and 12:30-2:30 PM – [Click here to register](#)
 - Session 3: Thursday, June 24, 2021, 9-11 AM and 12:30-2:30 PM – [Click here to register](#)
- **“Friendships, Favors and Finances: Setting Boundaries as a Residential Specialist”**
 - June 11, 2021
 - 9-11 AM and 12:30-2:30 PM
 - [Click here to register](#)

COVID-19 Vaccine Distribution

COVID-19 Vaccine Distribution

- COVID-19 Vaccine
- **COVID 19 Vaccine rates are very low in our client population - providers asked to help in encouraging and providing vaccination.**
 - Providers are encouraged to sign-up as vaccine providers
 - [Mdimmunet.org](https://www.mdimmunet.org) website has information
 - Dr. Jones has included information in her [monthly letter to providers](#). Provider guidance will be available

Rejections Report

Rejections Report

- Optum Maryland began delivery of the Rejections Report to Providers' Incedo accounts today (May 14, 2021)
- The report can be found in the "Downloads" folder in the Incedo Provider Portal
- The report delivered today is comprised of two parts;
 - Report 1, which includes rejections from January 1, 2020 – June 30, 2020
 - Report 2, which includes rejections from July 1, 2020 – August 3, 2020
 - These reports will be required for reconciliation

Assisted Reconciliation: Denial Report

Assisted Reconciliation: Denial Report

- The [Assisted Reconciliation Report 5](#) (Denial report) was released to providers' Incedo accounts on Friday, May 7, 2021
- This report offers detailed information on denied claims with dates of service from January 1, 2019, to August 3, 2020
 - This report does not contain information regarding duplicate claims or disallowed dollars; disallowed dollars are reported on the PRA with the allowed dollars
- The focus of this report is to inform providers of claims that remain in denied status
- Providers should:
 - Review the ARE Report 5 to identify claims that fall in the reconciliation period that remain denied that may need to be resubmitted for possible claim payment
 - Resubmit claims for processing (may result in payment or further denial), or
 - Use the Claims Dispute process if you believe a denied claim should have been approved/paid
- Optum and the Maryland Department of Health are currently reviewing options for waiving timely filing for some claims. Further information about this will be forthcoming.

Assisted Reconciliation: Denial Report

Claims Dispute Process

If you disagree with a denial listed on this report, please follow the process outlined below:

- Validate the information on the claim and review the information available in the [Billing Manual](#) to ensure the service is covered as billed
- If, after reviewing this information you believe the claim should have been approved and paid, please contact Optum Maryland Customer Services with the details of the claim denial(s) you wish to dispute
- The claims will be reviewed by our claim department who will contact you with the decision on the claim
- If you still disagree with this outcome, the claim will be sent to Optum claims appeal staff for further review and final decision (approval or continued denial)
- If you continue to disagree with Optum's final decision, the determination letter from Optum (containing our final decision) will include information on how to appeal to the Behavioral Health Administration (BHA) for reconsideration

Retro-Eligibility

Retro-Eligibility: Negative State Balances

Reporting and 835 updates:

- Optum continues to refine the reporting scenarios. We are working on multiple scenarios at one time, they do not focus one effort above the another
- We have a final version of an Excel report that has been reviewed. Next steps include testing with a small group of providers
 - This will most likely be in conjunction with a recoupment process for the overpayments of funding changes
 - Providers testing this Excel report have been seeking this feedback
- We have an electronic version of a report in development that will be uploadable the same as an 835. We do not have an ETA yet, but expect to release a timetable shortly
- We are proceeding with the business solution to change the code in Incedo to produce 835s and PRAs organically through the system

Retro-Eligibility: Negative State Balances

Overpayment solutions:

- Optum is finalizing a solution that affects a subset of provider types, impacting approximately half of the overpayment volume. It involves recoupment of the overpayment amounts sent to providers. Specific details on the process will follow
- Optum is working on a process for the recoupment of the outstanding negative balance created through the funding changes, caused by the participant eligibility process. This would involve using new claims to reducing the recoupment timeframe. We are finishing the process and will be moving to testing
- Optum continues to assess the hold on recoupment on a week-by-week basis to support the cash flow for smaller providers while we finalize the two processes outlined above

PRP Authorization Staggering

PRP Authorization Staggering

- Providers will have the option to stagger concurrent PRP authorization requests in order to spread out participants' renewals over a four-month period
- New authorization plans will be available within Incedo on May 17th
- The plans will allow authorization of an additional 1 month, 2 months, or 3 months
- Available only for PRP authorization requests
- These authorization plans may only be used one time per participant
- These authorization plans are only available for concurrent PRP authorizations that would be due for reauthorization on July 1, 2021
- In order to reduce this authorization cluster, providers should have a maximum of thirty percent of their July authorizations moved to each of the extension categories
- All requirements and standards apply for any additional concurrent authorization requests, or for July 1, 2021 if not requesting an extension. These authorization requests will require clinical and DLA-20

PRP Authorization Staggering

Options	Auth Plan Duration	Auth Plan	Renewal
No Extension	6 months	Current Auth Plan and normal workflow	January 1, 2022
Extend 1 Month	1 month	Extend PRP 1-unit U2/U3/0911	August 1, 2021
Extend 2 Months	2 months	Extend PRP 2 units U2/U3/0911	September 1, 2021
Extend 3 Months	3 months	Extend PRP 3 units U2/U3/0911	October 1, 2021

PRP Authorizations and Claims Clarification

PRP Authorizations and Claims Clarifications

Services must be provided based on participant need, not just the minimum threshold

- Blended (Covers both On-site and Off-site services for a single provider)
 - Only **one** blended authorization per month can be paid
 - **Cannot** be used in combination with On-site/off-site
 - **Cannot** be used by multiple providers. (Only one provider can be paid.)
- On-Site/Off-site
 - One provider provides On-site services
 - A second provider provides Off-site services.
 - Only **one** of each type can be paid in a month.

Operations Updates

Operations Updates

- Optum Maryland has identified an issue which affects non-standard outpatient authorizations (i.e., those requiring clinical review) that are entered into the Incedo Provider Portal (IPP) and overlap with authorizations of the same code, for the same participant, from a different provider
 - We are currently unable to approve the second authorization, which leaves them in “pending” status in the IPP
 - Authorizations that overlap from the same provider are not affected by this issue
 - Optum is working on implementing a fix for this issue as soon as possible.
- As of May 1, 2021, Providers will be able to backdate authorizations by 20-days.
 - For details of authorization submission timelines, please see the [Window of Authorization Submission](#)
- Residential Crisis Services – Authorization Waiver for Professional Services delivered at the same time as RCS

Operations Updates

- Optum Maryland is now releasing PRAs and 835s for historical claims with the H2016 code
- Memorial Day
 - Optum Maryland administrative offices and call center will be closed on Memorial Day; May 31, 2021
 - Clinical staff will be available for crisis calls and emergency services via the Optum Maryland toll-free number 1 (800) 888-1965
 - The payment of this week will occur as usual, on Thursday, June 3
 - Providers will see their payment information on Wednesday, June 2
- Reminder to providers to get MCO ROI forms signed again
 - ROI forms expire after 12 months



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, June 11, 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

