



Maryland Provider Council Meeting

November 12, 2021

Hosted by Optum Maryland



Agenda

- 1 Welcome and Opening Comments
- 2 Maryland Department of Health Updates
- 3 Negative Balance 835 Update
- 4 Operations Updates
- 5 Provider Questions

Maryland Department of Health Updates

Negative Balance 835 Update

Negative Balance 835 Update

Release of historical negative balance 835s and PRAs

- Optum has completed the release of the 835s/ PRAs related to the negative balance claims and the claims retracted against those negative balances.
- Optum continues to receive feedback on those 835s/ PRAs and is working with providers to answer questions.

TPL/2019 Claims

- Beacon Historical claim lines that were loaded incorrectly as “paid by Beacon” and should not have been loaded at all. In some cases, these incorrectly loaded claims were retracted creating a reversal of dollars that were never paid. Claims are being updated to remove incorrect retractions.
- Beacon Historical claim lines that were incorrectly loaded as paid by Beacon caused some resubmissions to deny as duplicates. Corrections to this issue are in process

Operations Updates

Operations Updates

- PBHS Rate Increase effective November 1, 2021
 - See [provider alert](#) dated November 2, 2021
 - Updated [fee schedules](#) can be found on the Optum Maryland website
- Extended Authorizations: Corrections to MAT and Outpatient authorizations are in process
- [1099 IRS forms for 2021](#) will be mailed to providers no later than February 1, 2022
- Health Homes Program Update
 - Optum and MDH continue to work toward this implementation which is now expected to launch in 2022. Further information and introductory webinars will be forthcoming
- The Optum Maryland office and call center will be closed on November 25 and 26 for the Thanksgiving holiday. Normal business hours will be resumed on Monday, November 29
 - Clinical staff will be available for crisis calls and emergency services via the Optum Maryland toll-free number, 1 (800) 888-1965
 - Payments to providers will be made one day in advance, on Wednesday, November 24

Operations Updates

Reminders

- Providers are reminded to please ensure their information is up-to-date in MMIS
 - Ensure contact name, telephone number and email address are correct to allow for important outreach
- Providers should outreach/continue to work with the Reconciliation Managers. To connect with a reconciliation manager, please contact maryland.provpymt@optum.com
- Providers are reminded to retrieve/use client-level COVID-19 vaccine status data from the IPP in your vaccination outreach efforts.
 - Training material can be viewed [here](#)
- Reminder to providers to get [MCO ROI forms](#) signed again
 - ROI forms expire after 12 months
 - Have impact on patient care
 - An effort is underway to update the ROI requirements based on changes to 42 CFR Part 2.
 - Providers should continue to use the current form from the Optum Maryland website until an update is released

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, December 10, 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 - marylandproviderrelations@optum.com

Thank you.

The Optum Maryland Team

