



# Maryland Provider Council Meeting

**November 17, 2023**  
**Hosted by Optum Maryland**

# Agenda

- 1 Welcome
- 2 MDH and BHA Updates
- 3 Claims Denial Mitigation Project
- 4 Operations Updates
- 5 Provider Questions

# MDH and BHA Updates



## MDH and BHA Updates

### Brain Injury Waiver (BI Waiver) billing changes

As announced in the October 11, 2023 transmittal:

Effective December 7<sup>th</sup>, the Brain Injury Waiver (BI Waiver) service providers will no longer use the ASO (Optum) for authorizations and billing but will transition to using *LTSS Maryland*, the State's web-based data management system.

This transition will centralize all BI Waiver service that is already used for BI Waiver case management.

- View the full transmittal [here](#).

# Claims Denial Mitigation Project

# Claims Denial Mitigation (CDM) Project Updates



1. Overall Project Status
2. Softech Approach to Reviewing Claims
3. Provider Engagement

We want to hear from you! Email our team at:  
[mdh.denialsproject@maryland.gov](mailto:mdh.denialsproject@maryland.gov)

# Operations Updates



# Operations Updates

## Eligibility Inaccuracies in Incedo Provider Portal

- On or about October 1, 2023, an issue was identified in the processing of the Medicaid eligibility file that was causing participant records to fail to update.
- This is happening in a small percent of participant records. This issue is currently under investigation.
- Optum Maryland is taking action to minimize impact to providers. Claims entered into the Incedo system after the issue started will be managed as outlined below:
  - If the remittance has already been received and the eligibility for the recipient is impacted, those claims will be held back from reprocessing until the eligibility inaccuracy has been resolved.
  - For new claims or situations where the initial remittance has not been received, while Optum will make every effort to manually correct claims that are denied due to inaccurate eligibility in the Incedo Provider Portal prior to going through check-write, if these claims deny incorrectly due to the eligibility issue, they will be reprocessed once the system is fixed.
  - Impacted claims will be automatically reprocessed once the system is fixed for paid claims that are already in incedo's system (i.e. paid) where the fund source is incorrect. No provider action would be needed in this case.
    - Once the fix is implemented, the provider will receive an updated PRA with the correct fund source.





## Operations Updates

### Eligibility Inaccuracies in Incedo Provider Portal - Continued

#### Recommended Provider Action:

- While always recommended, it is especially important now that, as always, providers refer to Maryland's Eligibility Verification System (EVS) for the most accurate participant eligibility information.
- If you are unable to obtain an authorization due to the eligibility information in the IPP, select the Unfunded span on the authorization request.
  - This authorization will be updated automatically to reflect the correct funding source once the IPP system is fixed.
- Please do not use the **Uninsured** span unless the participant is truly ineligible per **EVS**.



## Operations Updates

### Incedo Error Affecting Authorization Units

- As of the evening of Wednesday, November 15, many authorizations are inaccurately shown to have 13 units. This is an error and does not reflect the true amount of units remaining.
- Optum are investigating this issue and will communicate updates to providers via the Incedo Portal Dashboard and provider alert.
- Claims impacted by this issue have been identified and will be reprocessed prior to the check-write.
- Optum is working to fix this issue as quickly as possible.

### EDI 837 Files

On the evening of November 15 an issue occurred that prevented the processing of EDI 837 files. All impacted batches have now been reprocessed.

# Estimated Payment Update

## Extension to EP Recoupment Period

- A survey link was sent to extension-eligible providers on 10/27/23 for them to select their preferred repayment option.
  - Option 1: Keep your current repayment plan (or increase your payments if you can) with the existing balloon payment due 12/31/2023.
  - Option 2: Optum & provider will work together to establish a new payment that results in full payoff of overpayments by 6/30/2024. This six-month extension is interest free during this period but your weekly claims clipping percentage or monthly ACH must be received in equal payments to satisfy the full balance at the end of the six months.
- **Eligible providers that do not respond to the survey will automatically default to Option 1.**
- Providers that chooses Option 1 or that is not eligible for the extension, will be required to repay their balloon payment in full by 12/31/23.
- As of November 17, there is a completion rate of ~25% for this survey.

For questions regarding estimated payment and negative balance recoupment, please email the Optum Maryland reconciliation team: [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

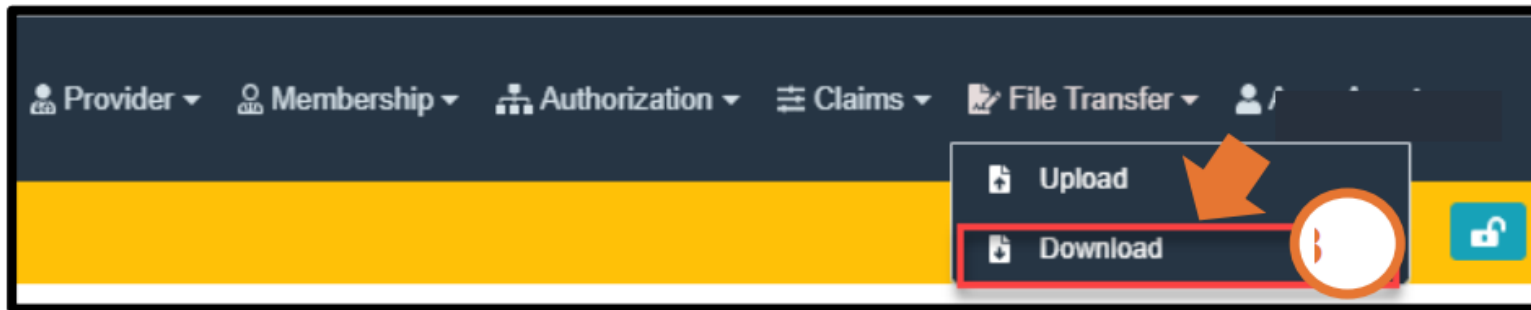
# Estimated Payment Update

## Locating the Estimated Payments Extension Survey in the Incedo Download Folder

1. Log-in to the Incedo Provider Portal and click the “File Transfer menu” drop-down button at the top of your screen.



2. Click “Download” from the drop-down list.



3. Click on the file name beginning “EPExtensionSurvey” to download the file. All available reports are listed on this screen and will show under the “Download” section.

- To view previously downloaded reports, click on “Include already downloaded files.”

4. After selecting the file to download, an Excel copy of the report will appear at the bottom of your web-browser window. Click the Excel copy to view and save.



## Operations Updates

### Viewing Attachments on Authorizations

- PRP Providers are reminded that when an authorization receives an administrative denial, information regarding the denial will be added to the Pencil Note field within the authorization.

### Thanksgiving Holiday and Provider Payments

- In observance of the Thanksgiving holiday, Optum Maryland's administrative offices and call center will be closed on Thursday and Friday, November 23-24, 2023.
- Clinical staff will be available for crisis calls and emergency services on 1-800-888-1965.
- We will resume normal business hours on Monday, November 27, 2023.
- Provider payments will be made one (1) day in advance, on Wednesday, November 22, 2023. Payment information will be available to view in the Payspan portal on Tuesday, November 21, 2023.



## Operations Updates

### Webinar: ASAM Criteria in the SUD Residential Setting

- From July – October, MDH and Optum Maryland hosted a series of meetings to discuss the ASAM Criteria and how these standards apply in residential settings for 3.1, 3.3, 3.5, and 3.7.
- View recording of webinar 1 (July 26) on the Optum Maryland website, [here](#).
- View recording of webinar 2 (August 30) on the Optum Maryland website, [here](#).
- View recording of webinar 3 (October 18) on the Optum Maryland website, [here](#).
  - Please note, although ASAM 4 is due to take effect later this year, we will continue to use the current (3rd edition) ASAM criteria until MDH completes regulatory changes in preparation for ASAM 4th edition criteria.

### New: Clinical “Office Hours”

- In response to feedback received in these webinars, Optum Maryland Chief Medical Officer Dr. Steve Daviss will hold a weekly "office hours" call on Wednesdays at noon, for discussion of clinical matters. Please [click here](#) for further details and a meeting link.
  - Due to conflicting meetings, this meeting will not be held on the first Wednesday of each month.

# Operations Updates - Reminders

## Interest Payments for October 2023

- Interest payments now being sent monthly.
- Checks for the period October 1 – October 31, 2023, were mailed by November 14, 2023.
- Letters and claim details will be delivered to the Incedo Download folder.

## Estimated Payments and Negative Balance Recoupment

- Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment. Please view [this provider memorandum](#) for the most recent information regarding repayment.
  - Current balances are reported at the bottom of the weekly Provider Remittance Advice (PRA) and on the Claim Lifecycle Report.
- Providers who are repaying their Estimated Payment balances incrementally (claim reduction, monthly ACH payment, or both) and who have a balloon payment due at the end of the repayment period (12/31/23), can opt to increase their monthly payment which will reduce the amount of the balloon payment. Email [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

## Reconciliation Emails

- Please ensure that all reconciliation-related correspondence is routed to [Maryland.provpymt@optum.com](mailto:Maryland.provpymt@optum.com) and copy individual reconciliation manager email addresses.
- Even if you are communicating directly with a reconciliation manager, please copy [Maryland.provpymt@optum.com](mailto:Maryland.provpymt@optum.com) on all emails.

# Operations Updates - Reminders

## Sending Postal Mail to Optum Maryland

<b>Checks and Financial Correspondence:</b>  Optum Maryland P.O. Box 30532 Salt Lake City, UT 84130	<b>Claims, Grievances Complaints and all other NON-FINANCIAL related correspondence:</b>  Optum Maryland P.O. Box 30531 Salt Lake City, UT 84130
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Providers are asked to ensure that their contact information (mailing address, email address, phone number, etc.) is updated/correct in MMIS (via ePREP) for important 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.



# Provider Questions

## Provider Council Information

Slide decks from previous meetings can be found on [Maryland.Optum.com](https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html) 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 8, 2023**
- Meeting reminders will be sent at the beginning of the 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](mailto:marylandproviderrelations@optum.com)

Token and Incedo Provider Portal Registration questions - [omd\\_providerregistration@optum.com](mailto:omd_providerregistration@optum.com) (Please note the underscore in this email address: “omd\_providerregistration...”)

Maryland Provider Payments - [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

Maryland EDI Team – [omd\\_edisupport@optum.com](mailto:omd_edisupport@optum.com) (please note the underscore in this email address: “omd\_edisupport...”)

To register for Provider Alerts - [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

# Thank you

# Appendix Items

# State Opioid Response Grant Newsletter

FALL 2023

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## Introduction

The purpose of this newsletter is to provide you with valuable information and resources from the Behavioral Health Administration (BHA) about the Maryland State Opioid Response Grant (SOR) projects and updates about our accomplishments. SOR projects play a critical role in combating the overdose crisis that is impacting the lives of many Marylanders. Read up on the latest developments, current events, webinars, trainings, and success stories associated with SOR. This grant is funded by Substance Abuse and Mental Health Services Administration (SAMHSA) and provides support for Prevention, Treatment, and Recovery services in Maryland with the goal of decreasing overdose from opioids and stimulants through initiatives that provide needed services to fight the overdose crisis.

## Welcome Deputy Secretary Alyssa Lord

Alyssa Lord is the new Deputy Secretary for Behavioral Health at the Maryland Department of Health (MDH). She brings more than 20 years of experience in community and population health. Ms. Lord has focused her efforts on working collaboratively across local, city, state, and federal entities to improve the health outcomes across the lifespan.

Prior to joining MDH, Ms. Lord served in a number of leadership positions that combined direct service, advocacy, policy, and strategy in New York and New Jersey. Most recently she was Vice President, Healthcare Strategy at a large (\$120 million+) housing, healthcare, and workforce development nonprofit where she was responsible for setting the vision for healthcare, behavioral health, and substance use services for homeless and unstably housed New Yorkers. In previous positions she led the implementation of care coordination services for clinically, behaviorally and socially complex Medicaid, dually enrolled, and special needs plans beneficiaries. She was also responsible for establishing a university-community partnership in West Philadelphia that led to the implementation of a school-based health center/federally qualified health center and the development of an innovative health careers curriculum for middle and high school students. Ms. Lord earned Master's degrees from New York University and the London School of Economics.

## SOR Briefing for Secretary of Health

On May 1, 2023, under the direction of the BHA executive leadership, the SOR team had the privilege of briefing the new Maryland Department of Health Secretary Laura Herrera Scott, on the history, goals, current initiatives and outcomes of the State Opioid Response Grant in Maryland.

### SOR III, Year One Stats

Here are some results of **Maryland's impact on reducing opioid overdoses** through August 31:



**54,904**

Number of individuals served



**1,172**

Number of youth served



**1,908**

Number of individuals who started medication for opioid use disorder



**78,070**

Number of peer encounters



**19,073**

Number of individuals receiving care coordination



**56,967 DOSES**

Number naloxone doses distributed



**20,054**

Number of individuals trained in naloxone administration

### Food Crisis (Averted)



As you may be aware, SAMHSA previously allowed up to \$3/day per participant for the purchase of snacks for individuals participating in SOR funded activities; however, in the SOR III Notice of Funding Opportunity (NOFO), SAMHSA disallowed SOR funds for this purpose. BHA informed its partner organizations of this change and were asked to reallocate the unexpended funds for food to other line items within their budgets.

BHA recognizes that for certain SOR-funded initiatives, food is an essential component of treatment. BHA worked with entities to identify alternative funding sources to fully cover the cost of food that was allocated within their original budget submissions for SOR III.

## Government Performance and Results Act

The BHA Applied Research and Evaluation Team will be collecting SOR II No Cost Extension and SOR III Government Performance and Results Act (GPRA) interview submissions until the new vendor is onboarded for SOR III. We have created a [GPRA resource webpage](#) that will serve as a hub for the GPRA data collection and submission process.

### GPRA Eligible Programs:

The following SOR-funded programs are required to offer clients participation in the GPRA evaluation:

- Adult Recovery Houses
- Contingency Management
- Crisis Beds (for stays 48 hours or longer)
- Intensive Care Coordination
- Medication Adherence Technology - EMOCHA
- Medication Adherence Technology - Pill Dispensers in OTPs
- Medication Assisted Treatment in Detention Centers
- Young Adult Recovery Housing

### Updated GPRA Interview Tool

SAMHSA released an updated GPRA interview tool that must be used for all interviews beginning January 21, 2023. This updated tool has removed questions that were deemed unnecessary and streamlined sections of the data collection process to make it easier for both the interviewer and the client. Please visit the MD GPRA page to access the reporting tool: [GPRA Reporting Webpage](#).

### GPRA Interview Submission:

You will now submit all GPRA interviews using Qualtrics instead of RedCAP. The survey site looks different from RedCAP, but functions in much of the same way. In Qualtrics you can:

1. Upload a scanned copy of the GPRA Interview Tool
2. Enter the data manually, or
3. Both upload a scanned copy and enter the data manually.

Any of these options are sufficient for submitting completed interviews.

## Budget Revisions



This year, we were required to add more detail than ever to our SOR III budget justifications for each initiative that is funded through this grant. Moving forward, budget line items — such as purchase of care, travel, advertising, other supplies and human services contracts — will need to be accompanied by a justification and unit cost breakdown.

## SAMHSA site Visit 2023

Day 1 **Presentation to SAMHSA**

Day 2 **Visit to Gaudenzia  
Visit to Baltimore Harm  
Reduction Coalition**

The SAMHSA site visit conducted July 20-21, 2023 for the Maryland State Opioid Response (SOR) 2020 No Cost Extension (NCE) and SOR 2022 was a success! The SOR team and other BHA program staff presented an overview of the Maryland opioid crisis and challenges, along with a summary of all the SOR program initiatives. The SAMHSA Grants Projects Officers led a question and answers session with the BHA SOR program leads, visited Gaudenzia's crisis beds and the Baltimore Harm Reduction Coalition where they were able to see first hand the wonderful work our providers are doing for the community. We are grateful for the BHA program leads, our providers, and the Opioid Operational Command Center for making this possible.



## In the Spotlight

### Electronic Mobile Comprehensive Health Application

Electronic Mobile Comprehensive Health Application (EMOCHA) is a medication adherence application that delivers a digital form of Directly Observed Therapy, a practice used by public health departments across the country for over 40 years. In this model, a healthcare worker virtually observes a patient taking every dose of their medication through the application on a phone or laptop and supports the patient in addressing social and behavioral adherence barriers. Behavioral Health System Baltimore successfully implemented the EMOCHA project at the University of Maryland School of Medicine through their outpatient treatment services for opioid use disorder.



### Maryland Primary Care Program/Medication for Opioid Use Disorder

The Maryland Department of Health/Program Management Office (MDH/PMO) is seeking to provide participating Maryland Primary Care Program (MDPCP) practices with the resources necessary to implement Medication for Opioid Use Disorder (MOUD) services. MDPCP currently has over **530 practices across the state**, including **12 Federally Qualified Healthcare Centers (FHQCs)**. The MDPCP/MOUD program addresses a critical component of Maryland's State Opioid Response Plan to expand access to life-saving medications for treating opioid use disorder, using the Food and Drug Administration-approved drugs that can be prescribed in office-based settings. The MDPCP/MOUD initiative is set to begin implementation in SOR III Year 2 starting September 30, 2023 through September 29, 2024.

## SOR Success Story



Ms. KN came to Gaudenzia as a referral from the WARMS center. Ms. KN is a 67-year-old African American woman who is non-ambulatory and has dementia. When Ms. KN came to us she did not have any support from family, friends, or outside agencies (that she could recall). Ms. KN did not have health insurance, identification documents, or funding. Ms. KN came to us initially for substance abuse yet her need for individualized care and assisted living became a priority. Ms. KN now has both Medicare and Medicaid and she is now able to be assessed properly for mental and physical health needs. Ms. KN now has access to the family including her sister and aunts as additional support. Ms. KN was transferred to an assisted living facility and attends meetings daily. Ms. KN was able to regain access to her bank account, bank card, retirement, and SNAP benefits. She is waiting to hear back from SSI regarding disability funding. Ms. KN is well on her way to healthy supportive living with the efforts of Gaudenzia.

## Mark Your Calendar


End of Year Progress Report - Due by December 29, 2023!

You can begin to prepare your reports now based on the following:

- Major accomplishments for each of your approved activities (i.e., treatment, recovery support and prevention). Include outcomes data for each activity; and
- Barriers and how you have addressed them. Include any barriers still left to address.

### Carryover Funding

SOR III Year One will be due by the end of December 2023  
Those funds are not approved until the following year and dispersed in March 2024.



### ASKED & ANSWERED: SOR IIIFAQS

▶ Find and review the full  
[SOR FAQ document](#)



[Behavioral Health Administration](#)  
[55 Wade Avenue](#)  
[Vocational Rehabilitation Bldg.](#)  
[Catonsville, MD 21228](#)  
[410-767-6500](#)  
[Health.maryland.gov/bha](http://Health.maryland.gov/bha)



# Requesting Assistance



Contacting us by using the right method will expedite resolution of your issue.

Use of self-service capabilities that are available (training videos, provider alerts) will expedite resolution of your issue

Item	Method to Contact Optum
Authorization Backdating	Instructions can be found in this alert: <a href="#">3.29.23 Backdating Exception Authorization Request.pdf (optum.com)</a>
Password resets	omd_incedo_admin@optum.com
Training Assistance	<a href="#">Optum Maryland - Provider Training &amp; Education</a>
Claim status	Contact the Call Center at 1-800-888-1965
Authorization Corrections	Instructions for submitting authorization corrections: <a href="#">Changes to Submitting Authorization Corrections-APPROVED.pdf (optum.com)</a>
Optum MD FAX	1-855-293-5407 <ul style="list-style-type: none"> <li>Do not fax claims, letters, or forms (other than the ones below) to this fax number.</li> <li>This fax is only used for MCO/DORS Release of information forms. Access the contact us menu on the web site for a description of the intake areas for these items.</li> </ul>

- Known Incedo system issues will first be reported on the Incedo dashboard.
- Issues that extend beyond one business day will be posted on the [Optum Maryland website](#).
- Issues affecting log-in to the Incedo portal will be posted on the [Optum Maryland website](#) as soon as they are discovered.

# MDH Updates

## Audit of Denied Claims

- In a provider alert dated July 17, 2023, the Maryland Department of Health (MDH) announced that a project to audit denials for claims originally received by Optum in CY2020 and CY2021 began on July 1, 2023.
- As a result of this audit, Maryland service providers who billed the Public Behavioral Health System (excluding laboratories and acute care general hospitals) may benefit from this audit of denials.
- Detailed reports will be made available to providers, accompanied by a summary showing the total billed dollars of the denied claims. This information will be delivered to the Incedo Download folder.
- In the next quarter (July-September 2023), providers will need to ensure they have an Incedo “Download” folder to facilitate delivery of this information through the Optum portal.
- If providers have a balance due for estimated payment or other reprocessing projects, including negative balance, those balances will be satisfied first. Any reprocessed claims will yield PRAs so providers will be aware of any benefit from this project.
- Providers who are concerned about 2019 claims that were submitted to the previous Administrative Services Organization (Beacon Health Options), not to Optum, will be informed of a process to dispute these denials in a future provider alert.
- Please see the [July 17](#) provider alert for full details.
- Please send questions to [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

# TPL/COB Processing and Reprocessing

# TPL/COB Processing and Reprocessing

- **2020/2021 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
- **DOS through 12/2022 are complete**
  - **2022 Claims**
    - Processed 347 claims with \$65k
    - Paid on checkwrite 12/1/2022
- **Optum continues to align with MDH and implement processing requirements for the post public health emergency processing of COB claims (See 8/2/2022 provider alert for details).**
  - This will include an update to the COB portion of the handbook and other provider notifications.

- **Important information**

- **See Provider Alert: 9-22-22: New: Process for Electronically Submitting COB Claims with an EOB**
  - Now able to submit EOBs for \$0 pay from another payor through the Portal:
  - When other carrier paid, complete boxes 11d, 9 a and d, and box 29
  - Submit the claim electronically through the portal or 837 process
  - See the provider alert for specific/detailed instructions
- **See Provider Alert: 8-5-22: Issues Impacting Participant Eligibility**
- **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