



Maryland Provider Council Meeting

September 9, 2022

Hosted by Optum Maryland

Agenda

- 1 Welcome
- 2 MDH Updates
- 3 TPL/COB Processing and Reprocessing
- 4 Operations Updates
- 5 Provider Questions

MDH Updates

RECOUPMENT TIMELINE SUMMARY

- **July 15:** Estimated Payment forgiveness window closed.
- **July 31:** Final Estimated Payment Balances were calculated and forgiveness applied.
- **August:** All remaining denials, TPL or LTC from the Estimated Payment period will be adjudicated and paid live to providers if approved in their favor.
- **Aug. 12:** Providers received a letter with the Estimated Payment balance as of 7/31/22 and any forgiveness applied in their Incedo download folder, by email, and USPS certified mail.
- **Aug. 15-26:** Providers had 2 weeks to complete the Recoupment Survey. For providers who failed to complete the survey by 8/30, claims may be clipped at 50% and may escalate depending on the amount owed.
- **Sept.:** Providers will receive confirmation of their survey responses, any estimated tail balance due at the end of 12 months, and notification of clipping start date and/or ACH Withdrawal Date.

MDH Updates

- The Estimated Payment Recoupment Survey closed on Tuesday, August 30.
 - Confirmation letters with individual survey choices and notice of clipping will be sent in the next 2 weeks, as well as letters to those providers who failed to complete the survey and will have their claims reduced by up to 50%.
 - The survey had a response rate of 52%
 - Association leaders – PLEASE reach out to your members to make sure they've completed the survey.
- Letters were delivered on August 27, 2022, to providers who have a \$0 estimated payment balance.
 - This letter can be found in the Download folder within the Incedo Provider Portal.
- Letters will be sent at a later date (TBD) to providers who are due a refund from any estimated payment activity. PLEASE NOTE: Any calculated refunds will be applied to all outstanding negative balance amounts first.

MDH Updates

- **Monkeypox:** MDH developed a Monkeypox dashboard: health.maryland.gov/monkeypox. This page also includes regularly updated monkeypox FAQs, factsheets in English, Spanish and other languages, outreach toolkits, and resources for clinicians. We strongly encourage all providers to review these materials regularly and share resources widely.
- **The 988 Toolkit** now includes expanded Spanish resources: Marylanders experiencing a mental health or substance use crisis should now call or text 988 for support and MDH developed the 988 Toolkit (with ads, posters, wallet cards, and more) to promote this important new service. We strongly encourage all providers to visit this page regularly for the latest resources and share these materials widely. Learn more about 988 in Maryland.
- **September is Suicide Prevention Month:** [Review and share BHA's 2022 Suicide Prevention Month Toolkit](#) for extensive resources, handouts, social media messages and more.

TPL/COB Processing and Reprocessing

TPL/COB Processing and Reprocessing

- 2020/2021 TPL Claims Paid as Primary then down adjusted **all information is in claim lines not claims**

- Claims were paid as primary, then retracted based on updated TPL files from MDH loaded to Incedo
 - 53k Claims Identified
 - **Estimated Payment Period COMPLETE**
 - 27k lines (some are denied for other reasons)
 - 8/4/2020 to 12/31/2020 In **Progress** target date of 9/16 for CW of 9/22:
 - 18k lines
 - **2021 Pending a final report**
 - Estimated Volume of 7900 lines

• Important information

- **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

Operations Updates

Operations Updates

Service Disruption

- COB claims should be submitted through the Incedo portal when the other carrier has partially paid.
- Optum is currently working on a process to allow COB claims to be submitted via the Incedo portal when the other carrier pays \$0.

Targeted Case Management Authorization Plans

- Moving forward, Adult Uninsured and Child and Adolescent Uninsured authorization plans will be removed.
- Providers serving uninsured individuals should select the appropriate authorization plan that is listed.
- Authorization spans for uninsured will now be up to 180 days rather than 90 days

Eligibility: LTC insurance configuration

- Medicaid and State Insurance spans were added for recipients with LTC to Incedo the week ending August 26.
- Claims for community providers that were impacted are being evaluated for re-processing with Medicaid and/or State funding.
- Enhancement to LTC insurance spans to reflect the LTC details (e.g., the discharge date) is in testing.
- Optum continues to identify and reprocess "Member's Coverage Not in Effect" denied claims.

Operations Updates

Uninsured Exception Request and Bed-Hold Authorizations

- Authorizations for Uninsured Exception requests and Bed-hold requests are now being transitioned back to the CSAs.

Supported Employment

- All Supported Employment authorization requests are now being reviewed by Harford County Local Health Authority.

Update to Claim Billing

- As noted in a [provider alert](#) on August 10, when submitting claims providers must ensure they use:
 - A **valid** Maryland Medicaid ID number (MMIS) or Optum-issued ID number for Uninsured Participants must be used on **all** claim submissions.
 - The Optum-issued ID number for Uninsured Participants is the Incedo ID number, beginning with a “U.”
 - A **valid** Provider Billing NPI Number must be used on **all** claim submissions.
 - **A rejection will be generated if this information is entered inaccurately or incompletely.**

Operations Updates

Submitting Void or Corrected Claims

- When submitting void or corrected claims, providers must reference the original claim number.

277CA Update to Remove Need for Supplemental Report

- On August 6, 2022, Optum Maryland implemented an update to the 277CA which will remove the need for a supplemental rejection report by incorporating the key elements of the supplemental report into the 277CA transaction.

Availability of 835s/PRA's in PaySpan

- The availability of 835s and PRA's in the PaySpan user portal is limited to 18 months.
- To request copies of 835s and PRA's older than 18 months, please contact Optum Maryland customer service at 1-800-888-1965.
- Details of this process can be found in a [provider alert](#) dated August 2, 2022.

Operations Updates - Reminders

- Reconciliation Emails
 - Please ensure that all reconciliation related correspondence is routed to Maryland.provpymt@optum.com versus individual reconciliation manager email addresses.
- Providers are asked to ensure that their mailing address is updated/correct in MMIS (via ePREP) for important mail 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
- Providers who provide SUD services should ensure that MCO ROI forms are signed and up-to-date
 - Participants should be given the opportunity to sign these forms
 - Signed forms expire after 12 months and will need to be updated

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, October 14, 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