

Assisted Reconciliation: Frequently Asked Questions

1. What is Assisted Reconciliation?

Assisted Reconciliation is a six-month timeframe, starting December 1, 2020, during which Optum Maryland and the Maryland Department of Health (MDH) will actively engage with providers to gather feedback and understand challenges regarding reconciliation. Feedback received will help us to tailor the reconciliation process and determine the overall time frame needed to complete the reconciliation.

2. What is the purpose of Assisted Reconciliation?

Based on provider feedback, the assisted reconciliation process is designed to allow providers to review submitted/resubmitted claims in smaller segments. This process will also provide an extended period of time to assist with managing the reconciliation process.

3. How does someone sign up for Assisted Reconciliation?

A provider does not have to sign up for the Assisted Reconciliation process itself. However, if a provider would like assistance from an Optum Reconciliation Manager, they should complete the [Reconciliation Survey](#).

4. What data will providers receive during the Assisted Reconciliation period?

Providers will receive a series of 5 (five) Assisted Reconciliation (ARE) reports that provide detailed information of the claims submitted for specific periods of time as follows:

- **ARE Report 1** (delivery last week of November): 2019 and January 2020 dates of service claim submissions
- **ARE Report 2** (delivery last week of December): February & March 2020 dates of service claim submissions
- **ARE Report 3** (delivery last week of January): April & May 2020 dates of service claim submissions
- **ARE Report 4** (delivery last week of February): June & July 2020 dates of service claim submissions

- **ARE Report 5** (delivery last week of March): Claim Denials for dates of service prior to August 3, 2020

5. What is the relationship of Assisted Reconciliation to Reports 1, 2, and 3 which are being made available to providers?

Reports 1, 2, and 3 were all delivered to the “Downloads” folder in providers’ Incedo accounts as of November 19, 2020. These reports relate to the original reconciliation process.

In recognizing the administrative complexity associated with the volume of data in the three Detailed Reconciliation reports, we recommend following the Assisted Reconciliation process designed to help mitigate that complexity.

6. Is there a timeline for the Assisted Reconciliation?

The Assisted Reconciliation will occur in monthly steps starting December 2020 and focused on ensuring submitted/resubmitted claims for dates of service prior to August 3, 2020, are accounted for within Incedo. For April and May 2021, the focus will be on reviewing claim denials for dates of service prior to August 3, 2020:



7. How long will the reconciliation period last?

The six-month Assisted Reconciliation is a phase within the greater reconciliation process and will inform how much additional time may be needed to fully complete the reconciliation process. At this time, there is not a defined end-date for reconciliation. We will continue to inform providers as we gather more feedback during Assisted Reconciliation.

8. How will providers be able to engage with Optum Maryland during the Assisted Reconciliation?

Engagement can occur in the following ways during this process:

- *Providers who have a Reconciliation Manager should continue to work directly with that person.*
 - *If you do not have a Reconciliation Manager, you can request one by completing the [Reconciliation Survey](#).*
- *You can always address questions about the estimated payment period to maryland.provpymt@optum.com.*

9. How will Optum communicate updates and provider feedback?

Updates will be shared via:

- *Weekly Provider Operations Committee meetings*
- *Monthly Provider Council meetings*
- *Provider Alerts and updated FAQs*

10. What is Recoupment and when does it occur?

Recoupment is the process of recovering monies when payments received associated with estimated payments are greater than the claims submitted/paid for dates of service prior to 8/3/2020. Recoupment discussions will begin after the Reconciliation process is complete.

11. During the six-month Assisted Reconciliation, will the appeals, reconsideration, and timely filing deadlines apply?

- ***For all claims:*** *Timely filing rules remain unchanged. Claims must be filed within 1 year of the date of service.*
- ***For claims with dates of service prior to August 3, 2020:***
 - *The 60-day reconsideration period will be waived*
 - *The 90-day appeals period will be waived*
- ***Claims with dates of service from August 3, 2020, forward*** *are subject to reconsideration and appeals timeframes outlined in the Provider Manual. Exceptions will be made for claims inaccurately processed because of system issues. The procedures to address these will be outlined as necessary.*

12. Will the Reconsideration and Appeals exception timeframes be for all providers, or only for providers who sign up specifically for Assisted Reconciliation?

The Assisted Reconciliation process is available to all providers; and providers are not required to participate. Waiving of the Reconsideration and Appeals timeframes for dates of service prior to August 3, 2020, applies to all providers.

13. How can providers reconcile their claim submissions when comparing their reconciliation reports against what they have in their system?

Providers should use their reconciliation reports to confirm that all claims in Incedo match with their internal records of claims submitted. If a provider does not see a claim on the reconciliation report, but they provided the service, they must submit that claim through Incedo within 1 year of the date of service.