

## Reconciliation Frequently Asked Questions

This FAQ addresses questions and concerns regarding the reconciliation process. For additional questions or concerns not addressed in this document, please contact [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

### 1. What is the process for Reconciliation?

*The Reconciliation process is scheduled to take place in five phases, spanning the period from July 20, 2020 through the week of October 12, 2020. These five phases will include the release of backlogged claims in three tranches;*  
*Tranche 1 will include claims from January/February*  
*Tranche 2 will include claims from March/April*  
*Tranche 3 will include claims from May/June/July.*

*A timeline for the reconciliation can be viewed, [here](#).*

### 2. Will check cycles produced out of the Incedo Provider Portal (IPP) before estimated payments be part of the reconciliation process?

*No. Payments made from the IPP linked to estimated or advanced payments are not included in the reconciliation process.*

### 3. When a Provider receives the Reconciliation Summary Report, what are they supposed to do with it?

*Providers will receive a Reconciliation Summary Report which will list the estimated payments they have received to date, as well as the backlogged claims within the IPP. Backlogged claims are claims in IPP that have been received and processed, but not yet released due to the implementation of estimated payments.*

*Providers should:*

- 1. Review this report to understand what their estimated payments are in comparison to their claim submissions.*
- 2. After carefully reviewing the Reconciliation Summary Report, complete the associated Reconciliation Survey that will be sent via Provider Alert.*

#### **4. What about the Beacon claims and all claims submitted January 1-18?**

*The backlogged claims will be released from the IPP based on the processed date. For example, if Beacon claims were submitted for dates of service in 2019 and were processed in the IPP between January 19 - February 1, 2020, those claims will be included in the "Tranche 1" release of backlogged claims.*

#### **5. How do Providers obtain their PRA and 835 file documents?**

*Provider Remittance Advice (PRA) documents and 835 files will be made available to Providers in PaySpan. The completion of each checkwrite or reconciliation cycle will generate the production of the corresponding PRAs and 835 files which will then be posted to PaySpan.*

#### **6. Once providers start to receive 835 claims for download, how can providers request clarification on a potential discrepancy made by Optum Maryland?**

*Providers can request clarifications of potential discrepancies by calling the Optum Maryland call center at 1 (800) 888-1965 (Monday-Friday, 8am-6pm EST) or email our payment mailbox: [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com) with the subject "{Insert Provider name} claim processing error."*

#### **7. How do providers submit a corrected claim?**

*Providers can make corrections via three methods:*

- *Option 1 – Providers can submit corrected claims through the Incedo Provider Portal using the CMS 1500 form. A training video on the use of this form is provided, [here](#).*
- *Option 2 - Paper Claims Form: the provider must submit a clean claims form that contains all required and corrected information. Above field 1A on the CMS 1500 form, include the statement "Corrected Claim." In field 11B on the CMS 1500 form, include the original claim number.*
- *Option 3 – 837 file: Corrected claims can be submitted on an 837 file using the 2300 loop for an 837P (Professional) or and 837I (Institutional)*

**8. I have claims that were incorrectly processed by Beacon, how do I get those claims paid at the correct rate?**

*Claims paid incorrectly by Beacon should be submitted to Optum Maryland with the corrected rate of reimbursement. See question 7 for more details.*

**9. Optum Maryland will need to receive and accurately adjudicate a large influx of resubmitted claims while simultaneously able to receive, process and pay new claims. Will the ongoing reconciliation dollar amount be increased/decreased with each ongoing week of estimated payments and claim submission/resubmission?**

*During the reconciliation process, Optum Maryland will be releasing claims based on processed dates, beginning with the oldest to the newest. As released backlogged claims are applied to the estimated payments received by providers, the overall reconciliation dollar amount (over-/ and under-payment) likely will change each week. Providers can view the process and timeline for the reconciliation, [here](#).*

**10. When will Optum Maryland and MDH begin the process of recoupment?**

*At the conclusion of the controlled release of backlogged claims (the 13-week reconciliation process defined [here](#)), Optum Maryland will establish a process related to overpayments and recoupment. Information regarding this process will be released at a later date.*

**11. How is MDH, Medicaid and Optum Maryland factoring COVID-19 related provider realities into the planned reconciliation and retraction process? Providers continue to incur increased staff and supply costs, a reduced and decentralized remote workforce and many more complications that will impact ability to conduct a thorough and accurate accounting and reconciliation of over four months of lump-sum estimated payments.**

*Optum Maryland and MDH understand the challenges that COVID-19 presents to the provider community.. The reconciliation and recoupment/retraction process must consider a wide variety of system, process, and financial elements. Optum Maryland and MDH developed a reconciliation schedule that spans 13 weeks, including periods where backlogged claims processing pauses to allow for*

*Optum Maryland, MDH, and Providers to evaluate the reconciliation process and adjust as needed.*

**12. Where can I find the latest reconciliation process schedule?**

*The reconciliation process schedule is located on the Optum Maryland website under the reconciliation information tab. You can also click [here](#) to access.*

**13. Is there a dedicated section on the Optum Maryland website for reconciliation information?**

*Yes. Providers can view all reconciliation resources under the “Reconciliation Information” section, listed under the “Behavioral Health Providers” tab on the Optum Maryland website. Providers can also access the dedicated page by clicking [here](#).*