

# Reconciliation Process and Timeline

## Phase 1 (Jul 20 – 24)

### Optum / MDH:

- Distribute Reconciliation summary reports to Providers and MDH.
- Distribution of Provider Alert, associated documentation, and Reconciliation Survey.

## Phase 2 (Jul 27 – Aug 7)

### Optum / MDH:

- Collect/analyze survey response,
- Issue Provider Alert regarding Common Rejection Errors
- Assign Reconciliation Managers
- Release Reconciliation Tranche 1 starting on July 27 (January/February)
- Release Reconciliation Tranche 2 starting on August 3 (March/April)

## Phase 3 (Aug 10 – 28)

### Optum / MDH:

- Process retro claims received
- Conduct training regarding Common Rejection/ Denials Errors
- Conduct training on PRA's
- Reconciliation Managers engage with Providers
- Release Reconciliation Tranche 3 starting on August 10 (May/June/July)

## Phase 4 (Aug 31 – Oct 9)

### Optum / MDH:

- Resolve submitted appeals
- Process received retro claims
- Reconciliation Managers continue to engage with Providers

## Phase 5 (Oct 12)

### Optum / MDH:

- Prepare Reconciliation outcomes summary report
- Evaluate return to standard appeal processing
  - Reconciliation Managers have close-out meeting with Providers
- Review and refine recoupment process

### Providers:

- Review Reconciliation Summary Report
- Begin validating records
  - ✓ Are claims submissions correct?
  - ✓ Is the denied and disallowed amounts as expected?
- Respond to Reconciliation Survey

### Providers:

- Continue to review Reconciliation Summary Report and submit responses to Reconciliation Survey
- Meet with Reconciliation Manager, as needed
- Receive and review PRAs for Tranche 1 & 2 reconciliation claims
- Submit Appeals for incorrectly adjudicated claims.
  - ✓ Identify and submit claims that are missing
- Receive payment of under-payment balances due

### Providers:

- Receive and review PRA for Tranche 3
- Receive payment of under-payment balances due
- Receive and review PRAs for new day and reprocessed claims
- Continue to submit Appeals for incorrectly adjudicated claims.
- Continue to resubmit claims
- Meet with Reconciliation Manager, as needed
- Attend Provider Training

### Providers:

- Meet with Reconciliation Manager, as needed
- Continue to receive and review PRAs for new day and reprocessed claims
- Continue to resubmit claims

### Providers:

- Close out meeting with Reconciliation Manager
- Agreement with Reconciliation Appeal outcomes
- Close out open A/R

**Provider Communication**

