Optum Maryland Incedo Web

CSA/LBHA training

January 22, 2020

OPTUM® | Maryland

Session Agenda

Todays session will cover the following topics:

- Introduction to Optum Maryland

- Overview of Available Resources

- Demonstration of Incedo Provider Portal

- Incedo Web Introduction & Access

- Workflow Training

- Eligibility

- Q&A

OPTUM® | Maryland

Introduction to Optum

OPTUM® | Maryland

UnitedHealth Group structure

UNITEDHEALTH GROUP®

OPTUM®

UnitedHealthcare®

Information and technology-enabled health services:

- Technology solutions
- Pharmacy solutions
- Intelligence and decision support tools
- Health management and interventions
- Administrative and financial services

Helping people live healthier lives

Health care coverage and benefits:

- Employer & Individual
- Medicare & Retirement
- Community & State
- Military & Veterans
- Global

OPTUM® | Maryland

Who is Optum?

Optum is a leading health services organization dedicated to making the health system work better for everyone

OPTUM® | Maryland

Optum Behavioral Health State and Country Map

Legend:
- Behavioral Health Only
- Integrated Care with UnitedHealthcare Community Plans
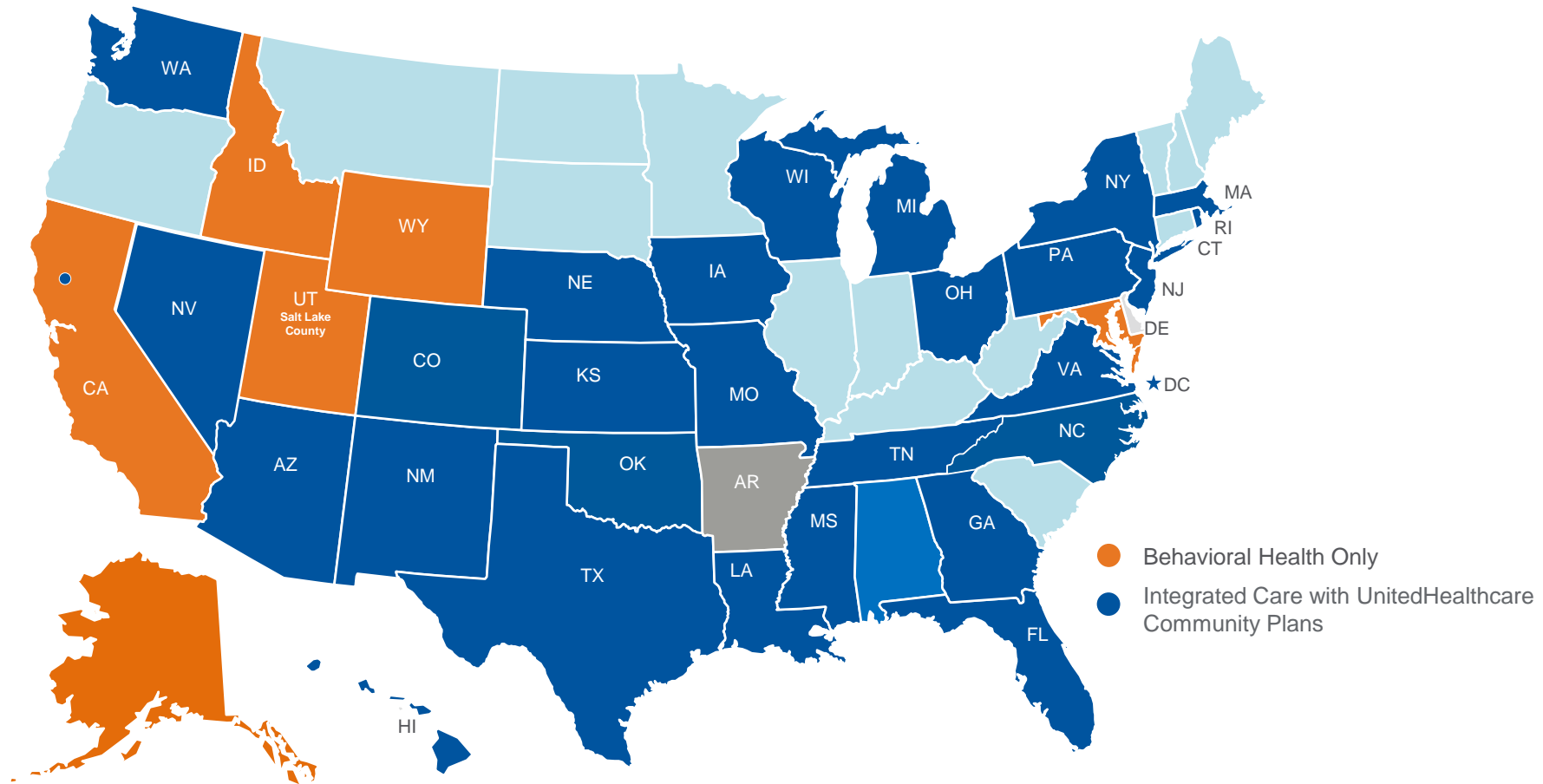
OPTUM® | Maryland

Background

The Maryland Department of Health (MDH) selected Optum Maryland to be the next Administrative Service Organization (ASO) for the Public Behavioral Health System.

Optum will begin to serve as the ASO on January 1, 2020

Beacon Health Options, served as the ASO since 2009

Optum Maryland is Responsible for

Managing behavioral health services for Medicaid participants, eligible uninsured individuals, and some grant-funded services

Maintaining online authorization applications and pre-authorizing non-emergency care

Maintaining 24-hour access for clinically-related calls

Referring individuals to qualified service providers

Conducting utilization review of services

Processing claims and remitting payments

Auditing providers for quality of documentation and correct billing practices

OPTUM® | Maryland

Optum Maryland is Responsible for

Webinar trainings and regional forums addressing topics of interest to providers, PBHS

participants, and advocates working to meet the behavioral health needs of the community

Conducting provider and participant forums (such as the Provider Council) to obtain feedback regarding the performance of the PBHS

Defining and evaluating performance, outcomes, effectiveness, efficiency, and cost effectiveness of mental health and substance use disorder-related services and systems

OPTUM® | Maryland

Contact Information

- Optum Maryland Call Center: 1-800-888-1965

- Optum Maryland General Fax/MCO ROIs 855-293-5407

- Optum clinical/PASRR: Fax 844-887-9875

- Optum Maryland Appeals/Complaints: OptumMDComplaints@optum.com

- Optum Appeals Fax: 844-913-0799

- DORS ROIs: Fax : 844-887-9875 or sent via e-mail to ombh_dorsroi@optum.com.

- Optum fraud, waste and abuse Fax: 1-248-733-6379

- Incedo web access password resets: Optum_md_bh_transition@optum.com

OPTUM® | Maryland

Optum Overview

Maryland.Optum.com

Optum Maryland Call Center 1-800-888-1965

- Our Call Center is open Monday thru Friday 8am-6pm and can be reached at 1.800.888.1965. After hours and holidays will be covered by clinical night staff for crisis and emergency services.

- You may also visit Incedo Provider Portal to gather claim status information

- For questions on Optum360 or clearinghouse set-up please contact Optum360 service/support at 877-309-4256

- For questions send your questions to marylandproviderrelations@optum.com.

OPTUM® | Maryland

How to obtain Incedo Web Access

- In January Optum sent a secure email message with your Incedo Web User ID and Password that is required to access the Optum Maryland Incedo Web

- In the email you were instructed to copy and paste the following URL into Google Chrome

- https://omd.infomc.biz/Incedo/login.aspx?ReturnUrl=%2fincedo

- For password resets send an email to us at:

- Optum_md_bh_transition@optum.com

- Include the following:
  - Incedo User Name (associated to the account)
  - Email address, Phone#

OPTUM® | Maryland

Authorization Process

- SE providers must submit the authorization request for SE through Provider Portal

- Service authorization is determined by the CSA or LBHA.

- Requests are reviewed by the CSA or LBHA within 72 hours of the request

- The DORS referral and application are completed coincident with the request for authorization of the Pre-placement Phase, and the uploading of a signed copy of the approved Request for Maryland Division of Rehabilitation Services (DORS) and Authorization to Disclose Health Information form. Prior to submitting the initial authorization request for CSA or LBHA approval, the SE provider shall ensure that all fields required for authorization of the SE service have been completed so that the DORS application may be populated

Authorization Plans in Production

- SE-Clinical Coordination (only available to EBP providers)

- SE-Extended Support

- SE-Job Placement

- SE-Intensive Job Coaching

- SE-Ongoing Support (only available to EBP providers)

- SE-Pre-Placement

- SE-PRP-Off-Site/On-Site

Authorization Process continued

- With participant consent, upon CSA or LBHA review and approval, the designated DORS is granted access to the Optum system. The DORS counselor's documented review of medical and psychological information found in the Optum system is sufficient for purposes of eligibility determination and disability priority assignment. Provider Portal

- CSA Selection is based upon the Participants address

- A task is automatically created in Incedo Web

- CSA enters Incedo Web to access Participants in their county only

- CSA will deny or approve services

- Provider can view the approval status when they access Incedo Provider Portal to review their authorization requests

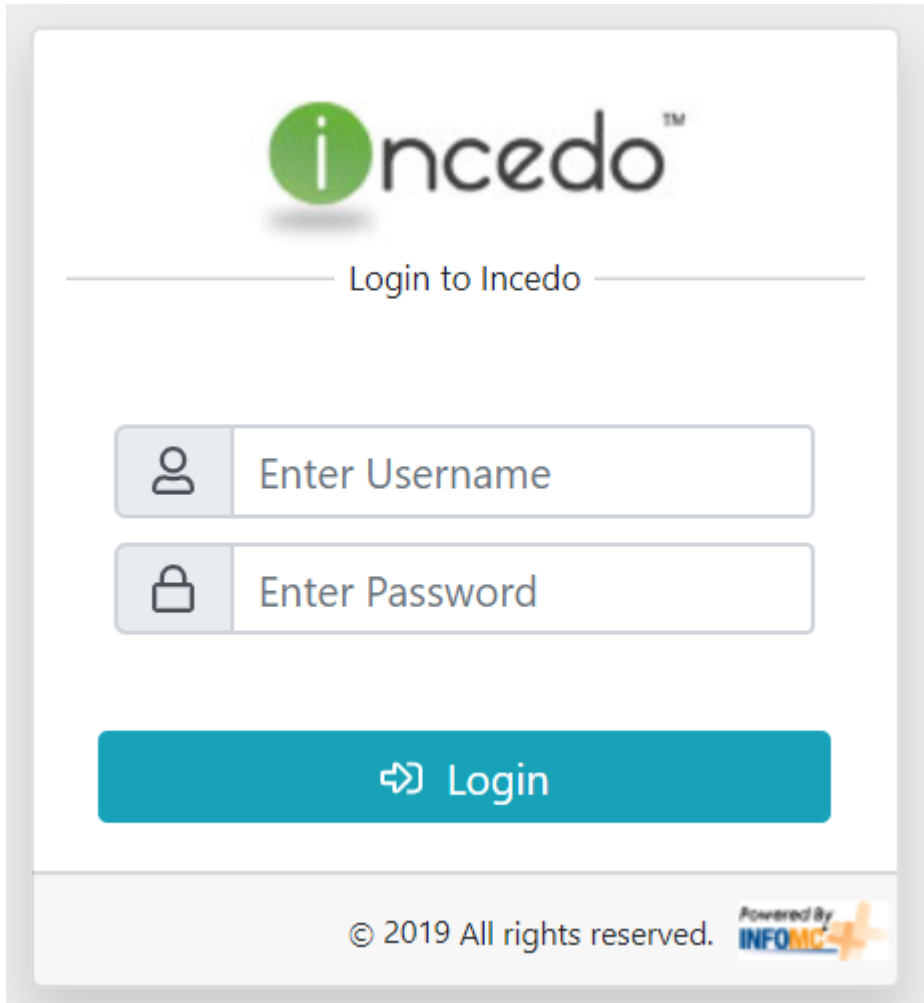**OPTUM®** | Maryland

Incedo Provider Portal

- Demonstrate functionality from Provider Perspective

- How to enter authorization requests

- How to select DORs Staff

- How to view authorization status

- How to add an uninsured participant

OPTUM® | Maryland

Incedo Provider Portal Demonstration

Incedo Web Navigation Demonstration

- Demonstrate basic navigation

- How to Search for a Participant

- How to view Authorizations

- How to view Claim Status

OPTUM® | Maryland

Incedo Web Login

When you log into the system for the first time, you will be prompted to reset your password

For password resets send an email to:

optum_md_bh_transition@optum.com

Include the following:
Incedo User Name (associated to the account)
Email address
Phone number

Access

- Each user is assigned a role that defines the portions of the application and data that he or she can view as well as services that can be authorized such as: Residential Crisis, Supported Employment, Enhanced Client Support

- CSA/LBHA enters Incedo Web to access Participants in their county/jurisdiction

Eligibility/Uninsured Eligibility

- Backdating of authorizations in cases where eligibility is delayed

- There is an automated workflow for determination of uninsured eligibility for services based on criteria provided by MDH. After two consecutive automated approvals of uninsured eligibility spans by Optum, the LBHAs must approve any additional consecutive uninsured spans through an exception process.

- Optum will create the uninsured spans based on the LBHA's exception approval.

OPTUM® | Maryland

Thank you!

Optum Maryland Provider Relations
 Email: Marylandproviderrelations@optum.com

OPTUM® | Maryland