



Optum Maryland Incedo Web

DORS Counselor Training

January 27, 2020

Session Agenda

Today's session will cover the following topics:

- Introduction to Optum Maryland
- Overview of Available Resources
- Incedo Web Access
- Navigating around Incedo Web
- Q & A

Introduction to Optum

UnitedHealth Group structure

UNITEDHEALTH GROUP®



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:

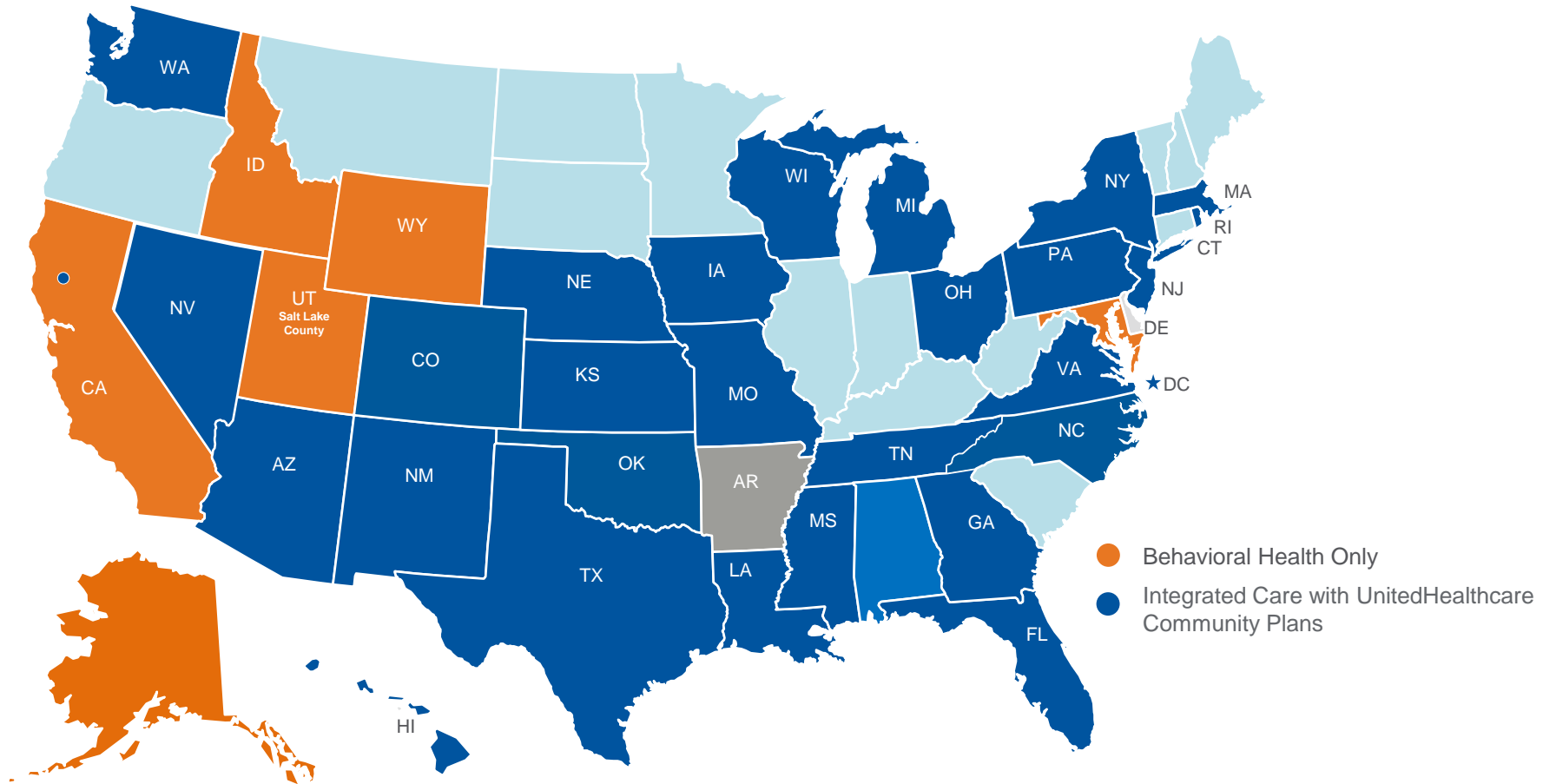
- Employer & Individual
- Medicare & Retirement
- Community & State
- Military & Veterans
- Global

Who is Optum?

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



Optum Behavioral Health State and Country Map



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 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

Contact Information

- Optum Maryland Call Center: 1-800-888-1965
- Optum Maryland Appeals/Complaints: OptumMDComplaints@optum.com
- Optum Maryland General Fax/MCO ROIs 855-293-5407
- Optum clinical/PASSAR: Fax 844-887-9875
- 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: omd_incedo_admin@optum.com

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Home

Important Notice:

Incedo Provider Portal is available! Click [here](#) for the Incedo Provider Portal Alert

Optum Maryland



Optum Maryland gives care to people served by the Maryland Department of Health (MDH), Behavioral Health Administration (BHA). We invite you to look through this site to see the many ways we can serve you. If you are a person or a family member seeing a MDH/BHA provider, you can access relevant information with the touch of a finger.

Services: Find out more about the many recovery-oriented services that MDH/BHA funds through local mental health centers!

About Us: Learn more about the MDH/BHA and Optum Maryland partnership. Find out what that means for you!

PROVIDER QUICK LINKS

- Incedo Provider Portal
- Provider Registration Tokens
- Incedo Provider Portal Quick Reference Guide
- Claims Management Quick Reference Guide
- Helpful Tools
- Provider Manual
- Billing Appendix
- Medical Necessity Criteria
- 837i Companion Guide
- 837p Companion Guide

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Provider Forms

Release of Information (ROI)

- [DORS ROI and Request for Services \(pdf\)](#)
- [ROI for Sharing Data with MCOs \(pdf\)](#)
- [Release of Information/Authorization for Disclosure \(English\) \(pdf\)](#)

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 Web to review Participant Eligibility, DORs applications and Supported Employment referrals at any time
- For questions send your questions to marylandproviderrelations@optum.com.

How to obtain Incedo Web Access

- DOR's access will be granted once the ROIs have been received
- You will receive instructions on how to login and access Incedo Web
- For password resets send an email to us at:

omd_incedo_admin@optum.com

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

Authorization Process continued

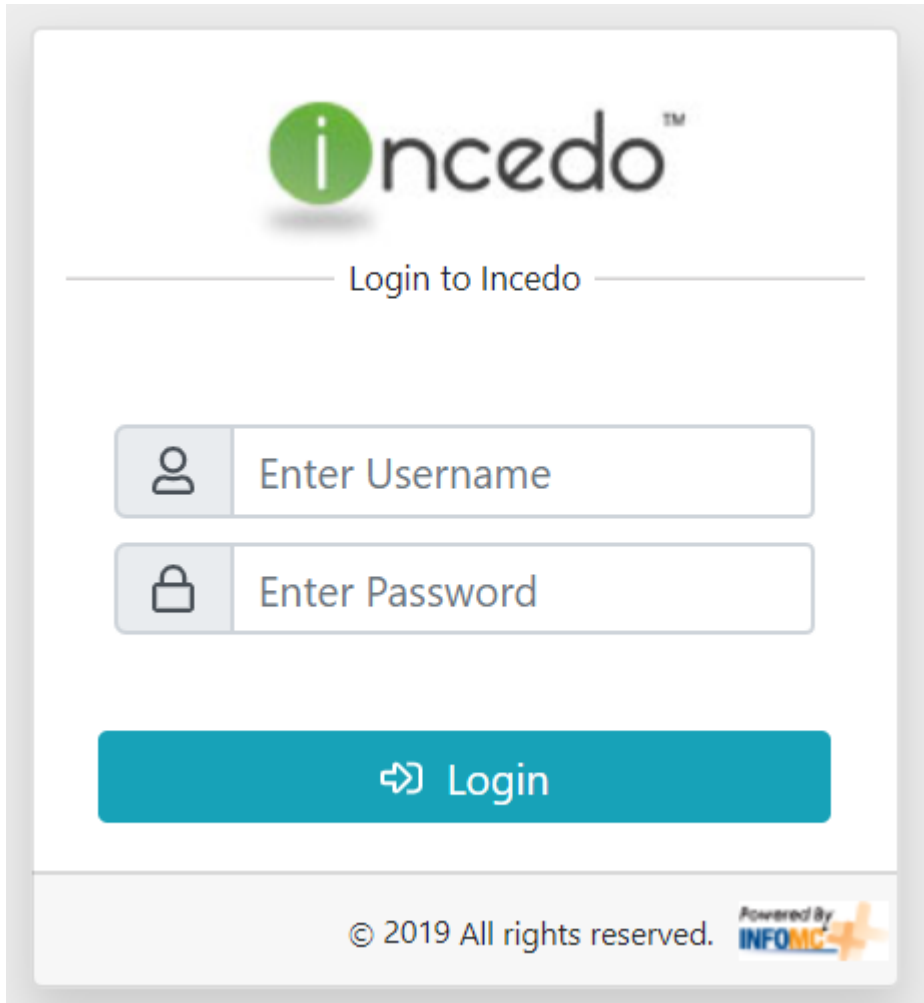
- With participant consent, upon CSA or LBHA review and approval, the designated DORS is granted access to the Optum system. The DORS counselor's documented review of medical and psychological information found in the Optum system is sufficient for purposes of eligibility determination and disability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


Incedo Web Demonstration

- Demonstrate basic navigation
- How to Search for a participant
- How to view Support employment referrals
- How to view DORS application


Incedo Web Demonstration


Incedo Web Login





™

————— Login to Incedo —————

 Enter Username

 Enter Password

 Login

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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:

Incedo web access password resets:
omd_incedo_admin@optum.com

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

Thank you!

Optum Maryland Provider Relations

Email: Marylandproviderrelations@optum.com