



# Optum Maryland Incedo Provider Portal

Traumatic Brain Injury

January 21, 2020

# Session Agenda

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Today's session will cover the following topics:

- Overview of Available Resources
- Provider Workflow Demonstration
- Provider Workflow Q&A

# Maryland.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

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

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- 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 login to your Incedo Provider Portal to view authorization and claim status information
- For questions send your questions to [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

# Key updates

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- Optum Mail boxes:

MD BH Incedo Claims:

PO Box 30531

Salt Lake City, UT 84130

- MD BH Incedo Correspondence/ Returned Checks:

PO Box 30532

Salt Lake City, UT 84130

# Claim Payment

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- Optum has partnered with Payspan and will be electronically submitting payments and remittance advice for Providers effective the week of January 21
- A provider alert is available on the Maryland.Optum.Com website with instructions for registering with Payspan to receive payments via EFT
- If enrolled with Payspan under Beacon, you will still need to complete the enrollment process with Payspan for Optum

# Service Codes

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Code	Description
	<b>Traumatic Brain Injury</b>
W0037	Residential habilitation level 1 (per day)
W0038	Residential habilitation level 2 (per day)
W0039	Residential habilitation level 3 (per day)
W0054	Day habilitation Level 1 (per day)
W0055	Day habilitation Level 2 (per day)
W0056	Day habilitation Level 3 (per day)
	<b>Supported Employment</b>
W0057	Supported Employment Level 1 (per day)
W0058	Supported Employment Level 2 (per day)
W0059	Supported Employment Level 3 (per day)

# Authorization Request and Approval Process

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- Authorization plans have been set up with a list of the service codes and corresponding number of units
- If multiple service codes are selected the correct units should be visible in the units field
- If a change in the number of units is requested, the user will be able to update the number of units up to the max number of units that is defined for that service code
- Be sure to select Brain injury as the Participant's 'insurance'

# Authorization Request and Approval Process

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- Search for BI Waiver Eligible Participant
- Complete the Brain Injury waiver form & Data capture form
- Complete the Authorization Request
- TBI Waiver services are authorized, and must be approved by BHA
- Providers can view the status of their authorization via Incedo Provider Portal

# Incedo Provider Portal Demonstration

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# Thank you!

Optum Maryland Provider Relations

Email: [Marylandproviderrelations@optum.com](mailto:Marylandproviderrelations@optum.com)