beacon
health options

PROVIDER ALERT

UPDATED ASO TRANSITION FAQs

DECEMBER 6, 2019

Quick Reference Guide:
The Maryland Department of Health reviews and consolidates questions submitted to mdh.bhasotransition@maryland.gov and posts the responses in a Frequently Asked Questions (FAQs) document which was updated on 12/6. Visit the ASO Transition webpage – health.maryland.gov/mdh-aso-transition - to access the latest FAQs, located at the top of the "Important Documents" section.

Important Reminders:

REGISTER with Optum

- Optum Maryland issued to all providers a survey that **must be completed by the Provider Connect administrator no later than December 20, 2019** in order to receive your login and token/password. The token/password is required to log in to the new Provider Connect for claims submission, eligibility verification, authorization requests, access to required forms, etc. Failure to complete the survey will result in delays to your Provider Connect registration, **without which you cannot be paid.** Survey link: https://optumhealthresearch1.co1.qualtrics.com/jfe/form/SV_eDUREdSUWal9xRP.

- All programs/ providers will need to register within the portal. This will make you "known" to the Optum system as an active provider and will give you the opportunity to verify your profile information (address, email, phone numbers, etc.). Look out for a provider alert when this portal goes live on December 16, 2019.

- Existing authorizations will transfer to Optum, but providers still need to register with Optum to continue their authorizations and submit claims for payment.

PREPARE for payment

- Optum's first check run will be the week of January 6, 2020. At this point, we anticipate AT LEAST two to four weeks of check runs will require paper checks.
- Providers should ensure that their provider file in Medicaid (through ePrep - https://eprep.health.maryland.gov/sso/login.do) has all the current information so that checks will be mailed to the correct address.

SUBMIT Updated ROIs

- All SUD providers or providers treating individuals with a primary diagnosis of SUD MUST OBTAIN AN UPDATED ROI IMMEDIATELY.
- Even if you have a current ROI on file, a new release is required before January 1,

2020.

- ROI forms (available on the ASO Transition webpage) must be faxed to Optum at (855)-293-5407
- For ROI questions, contact Karl Steinkraus at karl.steinkraus@optum.com

Please direct transition-related questions to:
mdh.bhasotransition@maryland.gov

Provider Alerts can be viewed online by clicking on the following link:
http://maryland.beaconhealthoptions.com/provider/prv_alerts.html.

Provider Alerts typically published to the website within 10 business days.

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