Maryland Provider Council Meeting

February 10, 2023
Hosted by Optum Maryland

Optum | **Maryland**

Agenda

1 Welcome

2 MDH and BHA Updates

3 Incedo Provider Portal Updates

4 Operations Updates

5 Provider Questions

MDH Updates

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State Negative Balance Tail Recoupment February - April

- The remaining balances need to be cleared to allow the normal process of negative balance transfers to occur and eliminate the further accrual of excess amounts/or trailing amounts.

- **The majority (63%) of the balances in question are de minimis amounts equivalent to the normal flow of claims, and most are equivalent to 2% or less than weekly claims totals.**

- Claims will be clipped up 10% of weekly claims over the next 8 weeks to resolve the tail amounts and allow the normal negative balance transfers to occur. Clipping will begin 2/12/23.

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State Negative Balance Tail Recoupment February - April

Row Labels	Sum of Amount	Count
0 Average Checkwrite	(40,350.72)	74
0%-2%	(583,620.73)	341
3%-4%	(216,636.66)	40
5%-7%	(421,169.28)	38
8%-10%	(106,772.75)	24
Greater than 10%	(2,654,857.92)	136
Repayment Agreement	(2,837,322.81)	8
Grand Total	(6,860,730.87)	661

Medicaid Negative Balance - $29.6M as of 2/6/2023

Reason for Overpayments	Impacted Dollars	Impacted Providers
Incorrect Billing/Corrected Claims	$10.2M	90
IMD Funding Change **	$6M	6
State Only Codes Paid as Medicaid	$1.9M	21
TPL Reprocessing	$1.2M	18
Washington DC Rates Incorrect	$488K	4
Retro Rate Decrease	$357K	3
Duplicate Payments	$265K	4
Repayment Agreement In Place - not otherwise categorized	$4M	14
Other (Balance = $5K - $25K)	$2.9M	271
Other (Balance = Under $5K)	$390K	1263
Sent To CCU	$1.9M	1
Total	**$29.6M**	**1695**

NOTES:
- Overall Summary of impacts resulting in Medicaid Negative Balance
- Details below related to key impacts

** Providers have repayment agreements in place

Incorrect Billing Summary		
Balance	Provider Count	Medicaid PLB
Balance > $1M **	1	$1.2M
Balance > $100K	29	$5.9M
Balance > $50K	27	$1.9M
Balance > $25K	33	$1.2M
Total	**90**	**$10.2M**

Medicaid Negative Balance Recoupment

- The remaining balances need to be cleared to allow the normal process of negative balance transfers to occur and eliminate the further accrual of excess amounts/or trailing amounts.

- Medicaid Negative Balances can be reviewed on the Complete Claims History Report. Monthly reports are available by requesting them from emailing the Optum Maryland reconciliation team at Maryland.provpymt@optum.com

- Reconciliation Managers are also available by contacting the Optum Maryland reconciliation team at Maryland.provpymt@optum.com

- Efforts will be made to minimize impact considering current EP recoupment.

- Recoupment will not begin until May 1, 2023

MDH and BHA Updates

Maryland Department of Health

- Medicaid is working on a provider took kit to support providers with the unwinding. There are no new details to share this month, but as soon as the tool kit is available, Medicaid will announce it via provider alert and it will be posted to the Medicaid sites.

Behavioral Health Administration

- Due to technical difficulties when processing the pending regulations that support the reimbursement of Certified Peer Recovery Specialist (CPRS) services in specific SUD Clinical settings for public comment; implementation has been delayed to June of 2023. This delay will allow our public stakeholder the necessary time to review and comment on the proposed regulations prior to them being implemented across our system of care.

- Resources:
  - Peer Recovery Support Services: Medicaid Reimbursement Overview (PPT)
  - Maryland Peer MA Reimbursement FAQs

Incedo Provider Portal Updates

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Incedo Provider Portal Updates

- Some providers have encountered the 500 error in the Incedo Portal.
  - Testing is still underway for this fix, which will occur in 2 phases.
  - Deployment of phase 1 of this fix to the Incedo Portal will be done as soon as testing is completed; anticipated date for phase 1 deployment is late February.
  - Phase 2 of this fix will be included on a later release.

- The fix for the "tabbing" issue on the claims form was tested during the week of January 30.
  - Expected date for deployment to the Incedo Portal is late February.

- Duplicated, pended authorizations are being experienced by some providers.
  - The fix for this issue is scheduled to be deployed in late February.

Operations Updates

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Operations Updates

Authorization End-Dating Functionality in the Incedo Portal
- The Outpatient Discharge/End Date Change Request Form was removed from the Incedo Portal on January 31, 2023. Providers must use the authorization end-dating functionality in the IPP for ALL authorizations, as detailed in this alert dated 1/26/23.
- Authorizations that have already been end-dated, or are no longer open, cannot have the end-date updated. End-dates can only be edited on active authorizations.

Residential Authorizations
- Providers are reminded that residential authorizations should be closed before another is opened.
- When overlapping residential authorizations occur, Optum will close the earlier authorization.

Window of Submission
- No authorizations should be entered more than 30 days in advance of the start date
- If experiencing system error issues that affect submission, please report it to our call center

Inpatient Substance Abuse and IMD authorization plans:
- Please note that Provider Type 06 and 07 hospitals should not select the "SUD-Inpatient-Initial" or SUD-Inpatient-Concurrent" authorization plans to request authorization for revenue code SA 0124 in the Incedo Provider Portal.
- Instead, when requesting authorization for revenue code SA 0124, Provider Type 06 and 07 hospitals should select the "IMD 4.0-Initial" or "IMD 4.0- Concurrent" authorization plans.
- The "SUD-Inpatient-Initial" and SUD-Inpatient-Concurrent" authorization plans will shortly be removed from the list of available authorization plans for PT 06 and 07.
- Please note that this change will not have any impact on providers' ability to request authorization for revenue code SA 0124, or claims payment.

Operations Updates

SUD-IOP Authorization
- If a provider uses the Initial authorization plan within 30 days of an already-approved Initial request, the request will be considered invalid and will be voided. If a participant has left services and is returning back within 30 days, the provider should instead enter in a Concurrent review request that will be clinically reviewed.

Estimated Payments Recoupment
- Providers who are repaying their Estimated Payment balances by incremental payments (claim clipping, monthly ACH payment, or both) and who have a balloon payment due at the end of the 12-month repayment period, can opt to increase their monthly payment if desired, to reduce the amount of the balloon payment.
- To do this, please reach out to the Optum Maryland reconciliation team at maryland.provpymt@optum.com

Missing Claim Images
- Claim images associated with a number of claim lines were erroneously deleted from our records.
- Optum has recovered images from October 2020 forward, however, we require the assistance of affected providers to recover claim images submitted between January 2020 to October 2020.
- Optum began outreach (via a letter delivered to your Incedo "Download" folder) during the week of January 15, 2023.
  - Please check your folder for a filename beginning with your provider ID and name, and ending "claims.xlsx" (e.g., ProvID123456789ShortAgencyName_claims.xlsx).
- Please see this provider alert dated January 11, 2023, for details.

Operations Updates - Reminders

Interest Payments for January 2023
- Interest payments now being sent monthly
- Checks for January 2023 will be sent out by February 17, 2023.
- Letters and claim details will be delivered to the Incedo Download folder.

Delivery of 1099 Tax Forms for 2022
- 1099 tax forms for the year 2022 were mailed to providers by January 31, 2023.
- Please allow 10 business days for delivery of these forms.

Participant EOBs expected to be mailed by the end of February 2023.
- EOBs sent out in Q1 will contain the previous six months of services.

Training and Resources
- PRP Participant Guides for both Minors and Adults have been updated on the PRP Corner page on the Optum Maryland website.
- ASD and M-CHAT trainings have been updated and posted on the Autism Providers > Provider Training and Education page on the Optum Maryland Website.
- The Psychiatric Rehabilitation Program (PRP) Minor Functional Impairment Video has been updated and posted on the Provider Training and Education page on the Optum Maryland website.

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Operations Updates - Reminders

Reconciliation Emails
- Please ensure that all reconciliation related correspondence is routed to Maryland.provpymt@optum.com versus individual reconciliation manager email addresses.
- Even if you are communicating directly with a reconciliation manager, please copy Maryland.provpymt@optum.com on all emails.

Sending Postal Mail to Optum Maryland

Checks and Financial Correspondence:	Claims, Grievances Complaints and all other NON-FINANCIAL related correspondence:
Optum Maryland P.O. Box 30532 Salt Lake City, UT 84130	Optum Maryland P.O. Box 30531 Salt Lake City, UT 84130

Providers are asked to ensure that their contact information (mailing address, email address, phone number, etc.) is updated/correct in MMIS (via ePREP) for important correspondence.

Please check the Dashboard in the Incedo Provider Portal for important notifications including system downtime and new downloads
- Optum will use the Download folder within Incedo as one means of delivering important information

Provider Questions

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Provider Council Information

Slide decks from previous meetings can be found on Maryland.Optum.com at the following link:
https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html

- The next Provider Council meeting will be held on **Friday, March 10, 2023**
- Meeting reminders will be sent at the beginning of the month

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Frequently Used Phone Numbers and Email Addresses

Maryland Public Behavioral Health System 1-800-888-1965

- Option 1 Participants

- Option 2 Providers

Maryland Provider Relations - marylandproviderrelations@optum.com

Token and Incedo Provider Portal Registration questions - omd_providerregistration@optum.com (Please note the underscore in this email address: "omd_providerregistration…"

Maryland Provider Payments - maryland.provpymt@optum.com

Maryland EDI Team – omd_edisupport@optum.com (please note the underscore in this email address: "omd_edisupport…)

To register for Provider Alerts - marylandproviderrelations@optum.com

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Thank you

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TPL/COB Processing and Reprocessing

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TPL/COB Processing and Reprocessing

2020/2021 TPL Claims Paid as Primary then down adjusted

- Claims were paid as primary, then retracted based on updated TPL files from MDH loaded to Incedo

  - **DOS through 12/2022 are complete**
    - **2022 Claims**
      - **Processed 347 claims with $65k**
      - **Paid on checkwrite 12/1/2022**

- **Optum continues to align with MDH and implement processing requirements for the post public health emergency processing of COB claims (See 8/2/2022 provider alert for details).**
  - **This will include an update to the COB portion of the handbook and other provider notifications.**

Important information

- **See Provider Alert:** 9-22-22: New: Process for Electronically Submitting COB Claims with an EOB
  - Now able to submit EOBs for $0 pay from another payor through the Portal:
  - When other carrier paid, complete boxes 11d, 9 a and d, and box 29
  - Submit the claim electronically through the portal or 837 process
  - See the provider alert for specific/detailed instructions

- **See Provider Alert:** 8-5-22: Issues Impacting Participant Eligibility
- **Medicare Advantage Plans:**
  - Update guidance will result in the following:
    - Claims submitted to OPTUM will deny for Service Payable by Other Primary Carrier
    - Providers must submit to Medicaid via paper or portal submission
    - Instructions can be found: https://health.maryland.gov/mmcp/pages/provider-information.aspx
    - E Medicaid Portal and Instructions: https://encrypt.emdhealthchoice.org/emedicaid/

- **MDCR Crossover Claims:**
  - Do not send to Optum
    - These will result in denial of Service Payable by other Primary Carrier
  - Will automatically cross from Optum to MDH for processing

- **Participant disagrees with TPL Record:**
  - Process outline in previous meeting notes