

## PROVIDER ALERT

### Upcoming Functionality: Authorization End-Dating and Discharge

October 20, 2022

#### Target Audience: All Behavioral Health Providers

Optum Maryland has scheduled an upgrade to the Incedo system on Saturday, October 22. The following functionality is expected to be implemented in the Incedo Provider Portal (IPP) with this upgrade.

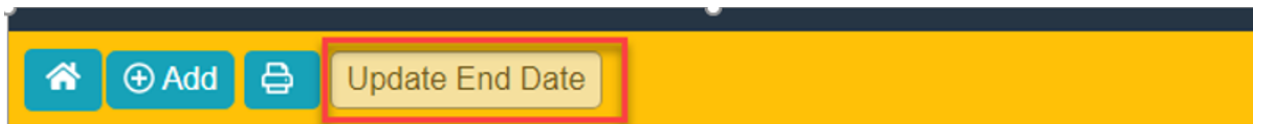
#### Issue:

Prior to this update, when providers needed to end-date an authorization, or enter a discharge, they completed the End-Dating Form, or called Optum Maryland to request the authorization be end-dated or discharged. This meant that end-dating/discharge was not immediate but could take several days.

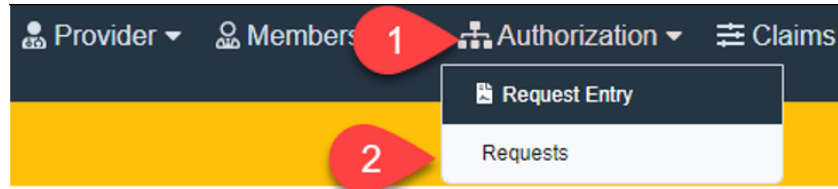
#### Resolution:

New functionality will be implemented in the Incedo system on October 22 which will allow providers to submit their own authorization end-dates and discharges. Please see below for a step-by-step guide of this functionality.

1. In the “Service Request (SR)” screen you will notice the addition of an “Update End Date” button, as shown below.



2. Open the participant’s record in the Membership tab. Then go to the authorization that you wish to end-date or discharge. Copy the SR ID.

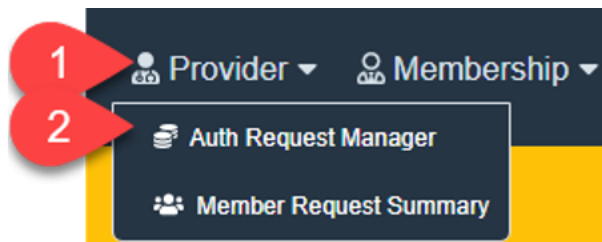


**Filter By**

**Service Requests**

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Start Date	End Date	Units	Proc
<input type="checkbox"/> 39055592	9121796	A20221069861	202237377369	Approved	7/1/2022	12/27/2022	75	9083
<input type="checkbox"/> 3905559	9121796	A20221069861	202237377368	Approved	7/1/2022	12/27/2022	26	9921
<input type="checkbox"/> 3905559	9121796	A20221069861	202237377367	Approved	7/1/2022	12/27/2022	26	9921
<input type="checkbox"/> 3905558	9121796	A20221069861	202237377366	Approved	7/1/2022	12/27/2022	26	9921
<input type="checkbox"/> 3905558	9121796	A20221069861	202237377365	Approved	7/1/2022	12/27/2022	26	9921

- Navigate to the “Auth Request Manager” screen and paste the SRID into the SRID field, as shown below. Then click “Filter.”



**Filter By**

SR ID:  Provider:  Auth Start Date:  Auth End Date:  Priority:  Service Request Type:  Submission Date Range:

Insurer:  Procedure Code:  Service Description:

- A list of records that correspond to the entered SRID will populate. Click on any underlined SRID.

**Service Requests**

SR ID	SR Auth #	Action	Auth Status	Member Name
<u>9145799</u>	A20221112990	<a href="#">Action</a>	Approved	Optumtest, Perry (32
<u>9145799</u>	A20221112990	<a href="#">Action</a>	Approved	Optumtest, Perry (32

- The “Update End Date” button is now enabled (clickable) and all the lines in the authorization are checked (as shown below).

Update End Date
To SR Manager

**Filter By**

**Service Requests**

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Start Date	End Date	Units	Procedure	
<input checked="" type="checkbox"/>	39206779	9145799	A20221112990	Denied	8/30/2022	2/25/2023	75	90847 - MH-C	
<input checked="" type="checkbox"/>	39206778	9145799	A20221112990	Denied	8/30/2022	2/25/2023	75	90846 - MH-C	
<input checked="" type="checkbox"/>	39206777	9145799	A20221112990	Denied	8/30/2022	2/25/2023	75	90837 - MH-C	
<input checked="" type="checkbox"/>	39206776	9145799	A20221112990	202237694302	Approved	8/30/2022	2/25/2023	75	90834 - MH-C
<input checked="" type="checkbox"/>	39206775	9145799	A20221112990	202237694301	Approved	8/30/2022	2/25/2023	75	90832 - MH-C

- If there is a Denied, In-process, or Pended line, the update to the end-date will not be allowed and a warning message (shown below) will display.

#	Auth Status	Start Date	End Date	Units	Procedure	Provider S
	Denied	8/30/2022	2/25/2023	75	90847 - MH-OP-OPS-A-90847-Family Psychotherapy with Patient Present	THRIVE BE
	Denied	8/30/2022	2/25/2023	75	90846 - MH-OP-OPS-A-90846-Family Psychotherapy without Patient Present	THRIVE BE
	Denied	8/30/2022	2/25/2023	75	90837 - MH-OP-OPS-A-90837-Individual Psychotherapy (60 Minutes)	THRIVE BE
	Approved	8/30/2022	2/25/2023	75	90834 - MH-OP-OPS-A-90834-Individual Psychotherapy (45 Minutes)	THRIVE BE
	Approved	8/30/2022	2/25/2023	75	90832 - MH-OP-OPS-A-90832-Individual Psychotherapy (30 Minutes)	THRIVE BE

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Warning

You cannot update service requests that are In-Process, Voided or Denied.

OK

- The selected authorization that can be bulk edited (all approved lines) are displayed. Click the “Update End Date” button.

**Service Requests**

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Start Date	End Date	Units	Procedure	
<input checked="" type="checkbox"/>	8552827	9043907	A20220921920	202236497096	Approved	6/7/2022	12/3/2022	26	99215 - M
<input checked="" type="checkbox"/>	8552826	9043907	A20220921920	202236497095	Approved	6/7/2022	12/3/2022	26	99214 - M
<input checked="" type="checkbox"/>	8552825	9043907	A20220921920	202236497094	Approved	6/7/2022	12/3/2022	26	99213 - M
<input checked="" type="checkbox"/>	8552824	9043907	A20220921920	202236497093	Approved	6/7/2022	12/3/2022	26	99212 - M
<input checked="" type="checkbox"/>	8552823	9043907	A20220921920	202236497092	Approved	6/7/2022	12/3/2022	26	99205 - M
<input checked="" type="checkbox"/>	8552822	9043907	A20220921920	202236497091	Approved	6/7/2022	12/3/2022	26	99204 - M
<input checked="" type="checkbox"/>	8552821	9043907	A20220921920	202236497090	Approved	6/7/2022	12/3/2022	26	99203 - M

Update End Date
To SR Ma

7. Enter the requested information (the new end-date and the discharge reason) as shown below. Please note that the end-date cannot be in the future of the day you are performing this edit.

Service Requests Bulk Modification

New End Date for Selected Service Requests

1

Discharge Reason:

2

Service Requests Bulk Modification

New End Date for Selected Service Requests

10/17/2022

Discharge Reason:

Patient Deceased

Update Cancel

8. Upon successful entry of the end-dates, the two following messages will display.

**Warning !** ✕

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You are about to update the End Date for the selected service requests. Your new end date is "10/17/2022".  
If you continue, you may not be able to update the End Date for these services again.

Are you sure you want to continue?

**Information** ✕

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Your bulk edit changes have successfully been submitted.

The system will perform the updates in the background while you continue your work. You may need to refresh the Service Requests page to see the updated information.

9. Changes may take a few minutes to show on the screen. You can either wait and changes.refresh the screen or do another discharge and then come back to see the
- Units will be adjusted automatically based on established parameters for the plans affected.
  - The discharge reason and date will be displayed on all updated lines.

Auth Status	Start Date	End Date	Units	Procedure
Approved	6/7/2022	10/17/22	26	99215 - MH-OF
Approved	6/7/2022	10/17/22	26	99214 - MH-OF
Approved	6/7/2022	10/17/22	26	99213 - MH-OF
Approved	6/7/2022	10/17/22	26	99212 - MH-OF
Approved	6/7/2022	10/17/22	26	99205 - MH-OF
Approved	6/7/2022	10/17/22	26	99204 - MH-OF
Approved	6/7/2022	10/17/22	26	99203 - MH-OF
Approved	6/7/2022	10/17/22	26	99202 - MH-OF
Approved	6/7/2022	10/17/22	26	90876 - MH-OF
Approved	6/7/2022	10/17/22	26	90875 - MH-OF
Approved	6/7/2022	10/17/22	26	90853 - MH-OF
Approved	6/7/2022	10/17/22	26	90847 - MH-OF
Approved	6/7/2022	10/17/22	26	90846 - MH-OF
Approved	6/7/2022	10/17/22	26	90834 - MH-OF
Approved	6/7/2022	10/17/22	26	90832 - MH-OF
Approved	6/7/2022	10/17/22	26	90836 - MH-Ad

Important Notes:

1. For clinically reviewed levels of care, providers should continue to complete the “Clinical Discharge” form **in addition to** the process described above. This form is found in the IPP under the “Membership” tab > “Forms” > “Utilization Management” > “Clinical Discharge.”
  - For Outpatient levels of care, only the reason is needed. This is entered when updating the end-date.
2. 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.
3. Providers are encouraged to use this new process. However, the end-dating form (currently used by providers to submit end-dating requests) will remain available until November 14, 2022.

The process detailed in this alert will be incorporated into Service Request/Authorization Request provider training webinars offered by Optum Maryland.

- A Provider Training calendar will be posted to <https://maryland.optum.com> at the beginning of each month. Please view this calendar to find and register for training opportunities.
- The next Service/Authorization Request Training opportunity will be on November 10. Please [click here](#) to register for this training event.

If you have questions about the information included in this alert, please contact Optum Maryland Customer Service at 1-800-888-1965.

Thank you,

Optum Maryland Team