

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

May 27, 2022

#### Provider Alerts

Provider Alerts are posted to [Maryland.optum.com](https://Maryland.optum.com) on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from May 20 to May 27.

#### Target Audience: All Behavioral Health Providers

- 5-25-22: [Memorial Day Holiday: Office Closure and Provider Payments](#)
- 5-25-22: [Incedo System Scheduled Downtime - May 28](#)
- 5-26-22: [Updated Fee Schedules for E&M Codes Effective July 1, 2021 through December 31, 2021](#)

#### Target Audience: ABA Providers

- 5-27-22: [Claim Submission Guidance for ABA Providers](#)

#### Training Opportunities

Training opportunities are posted to the monthly [Provider Training Calendar](#) on [maryland.optum.com](https://maryland.optum.com). Please see below for upcoming training opportunities.

The Optum Maryland Provider Training Calendar for June 2022 is now posted to the Optum Maryland website, [here](#).

The BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve. Please [view this flyer](#) for upcoming webinar dates.

#### News and Reminders

1. The deadline for recoupment of negative balances due to retro-eligibility reprocessing was Friday, May 20, 2022. Providers who have sent a check or wire transfer to resolve their remaining balance should reach out to Optum or MDH to advise that their payment has been sent. Notification of reductions (clipping) on claim payments will begin in early June for providers who have not resolved their negative balance and have not engaged

with Optum MD or MDH about repayment.

2. Optum MD has been working to reprocess Third Party Liability/Coordination of Benefit claims. Beginning May 31, 2022, Optum MD will start reprocessing claims in which the Other Carrier Paid Amount was provided on the providers claims submission, but was not taken into consideration during adjudication. As a result of the reprocessing, these claims will be down adjusted so that Optum can recoup the overpaid dollars. This impacts approximately 14k claims, 514 providers, and approximately \$4M in overpayments. The project's estimated completion date is June 30, 2022.

**3. Effective June 1, 2022, the PaySpan provider portal will no longer support Internet Explorer version 11.** Providers who use this version of Internet Explorer today, should ensure they update to a more current version, or utilize one of the following supported browsers to ensure no service interruption accessing payspanhealth.com.

- Google Chrome
- Firefox
- Safari
- Edge

4. Provider Remittance Advice documents (PRAs) are being updated to include RARC code information, in addition to CARC code detail. The expected date of implementation is the week of June 6, 2022. An updated PRA Quick Reference Guide can be found on the Optum Maryland website, [here](#) .

5. [The HealthChoice COVID-19 Gift Card Program](#) has been extended. This COVID vaccine incentive program, [originally announced December 2021](#) , has been extended by the following Managed Care Organizations. [Learn more](#).

- Aetna - June 30, 2022
- Amerigroup - June 30, 2022
- Jai Medical Systems - indefinitely
- Maryland Physicians Care - May 31, 2022 (now including 5-18-year-olds)
- MedStar - July 31, 2022 (now including 5 -11-year-olds)
- United HealthCare - December 31, 2022

**The next Bulletin will be sent during the week of May 30.**

Thank you,

Optum Maryland Team