

PROVIDER ALERT

Release of Negative Balance 835s and PRAs

September 29, 2021

Target Audience: All Behavioral Health Providers

Please note: The information in this alert does not change the current estimated payments recoupment process.

On September 20, 2021, Optum Maryland communicated that we will begin [the release of updated 835s and Provider Remittance Advice \(PRA\)](#) documents to Providers in October 2021.

Details

- Beginning the week of October 4th, providers will start to receive historical PRAs/835s through PaySpan. Due to the large volume, they will be released steadily over a three-week period. You will receive your historical PRA/835 within this three-week period
 - For some providers, this historical PRA/835 will contain a very high volume of claim lines
- These PRAs/835s will now include information regarding negative balances related to retractions, recoupments, and payment adjustments processed by Optum from January 1, 2020 forward. This may also include claims with dates of service in 2019 that were processed or adjusted by Optum
- Claims that have been held and applied to these negative balances will also be included.
- On receipt of this 835/PRA, you should carefully review the information and process the reports using your usual methods. The information in the PRA/835 will provide your calculated negative balance, if applicable
 - No further provider action is required at this time. Optum will communicate further about negative balances in October

We have also included a walk-through of a sample PRA within a companion [Quick Reference Guide](#) to help clarify the updates made to the PRA.

If you have questions about the information contained in this alert, please contact customer service at 1-800-888-1965.

Thank you,

Optum Maryland

Please visit our website at maryland.optum.com for provider resources, online training, and more information.