Maryland Provider Council Meeting

January 8, 2021

Hosted by Optum Maryland

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Agenda

1 Welcome and Opening Comments

2 Maryland Medicaid Updates

3 Maryland Behavioral Health Administration Updates

4 Assisted Reconciliation

5 Operations Updates

6 Provider Questions

7 Wrap Up

Maryland Medicaid Updates

Maryland Behavioral Health Administration Updates

Assisted Reconciliation

Assisted Reconciliation

- **619 Providers have completed the Questionnaire through December 31, 2020**

  o This equates to an 18% response rate

- **The second Assisted Reconciliation Report was delivered to providers on Monday, December 28**
  o This report details claims with a date of service February/March 2020
  o Providers should complete the questionnaire monthly after receipt of the Assisted Reconciliation Report. Optum will provide a link to each questionnaire

- Providers should complete the Assisted Reconciliation Questionnaire associated to the **second** Assisted Reconciliation Report [here](#)

- An Assisted Reconciliation FAQ can be found [here](#)

Assisted Reconciliation Reports

Providers will receive a series of five reports that provide detailed information of the claims submitted for specific periods of time as follows:

- **Assisted Reconciliation Report 1** (delivered on November 30): 2019 and January 2020 dates of service claim submissions

- **Assisted Reconciliation Report 2** (delivered on December 28): February & March 2020 dates of service claim submissions

- **Assisted Reconciliation Report 3** (delivery scheduled for January 25): April & May 2020 dates of service claim submissions

- **Assisted Reconciliation Report 4** (delivery last week of February): June & July 2020 dates of service claim submissions

- **Assisted Reconciliation Report 5** (delivery last week of March): Claim Denials

Operations Updates

Operations Update

Provider 1099 Tax forms
- Provider 1099s for the year 2020 will be mailed to providers no later than February 1, 2021

Extension to authorization entry
- The period to backdate authorizations to July 1, 2020 is now extended to April 30, 2021
- Urgent levels of care must still be pre-authorized within 24-hours or 1-calendar day turn-around
- Full details can be found in a provider alert, here

Updates PRP Forms
- PRP forms have been updated based on feedback received from PRP drilldown group
- The new forms will be made available to providers on January 8, 2021
- A provider alert that details the changes to forms can be found here

PRP Corner
- Dedicated webpage for PRP providers
- All PRP content in one place

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Operations Update

Rate increase of 3.5% for most Behavioral Health services, effective January 1, 2021

- New rates are posted on the Optum Maryland [website](#) however they are pending in Incedo. We anticipate completion in Incedo next week

  - Until this is complete, providers may bill using the new rate and Optum will adjust

- When initially posted, the [PRP and Specialty Fee Schedule](#) was missing the rate for codes T1017 and T1017-HG. This has now been corrected.

January Training Calendar
- The Provider Training calendar for January is available to view [here](#)
- New PRP provider trainings on requesting authorization and submitting claims are included in the January calendar
- PRP Adult trainings will be held on [Thursday, January 14](#) and [Tuesday, January 19](#)
- PRP Minor trainings will be held on [Thursday, January 21](#), and [Tuesday, January 26](#)

Priority Population Diagnosis List Update
- List is being updated to be inclusive of all covered ICD-10 codes

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Provider Questions

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Provider Council Information

• Slide decks from previous meetings, and associated FAQs can be found on Maryland.Optum.com at the following link:

o 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, February 12, 2021.

• Meeting reminders will be sent at the beginning of month.

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Frequently Used Phone 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 - marylandprovideralerts@optum.com

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Thank you.

The Optum Maryland Team

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