



Maryland Provider Council Meeting

August 13, 2021

Hosted by Optum Maryland



Agenda

- 1 Welcome and Opening Comments
- 2 Behavioral Health Administration Updates
- 3 Maryland Medicaid Updates
- 4 MCO ROI Reminder
- 5 Recent Provider Alerts
- 6 Operations Updates
- 7 Provider Questions

Maryland Department of Health Updates

MDH Updates

- **Recent provider alerts:**
 - [Resumption of Licensing Activities](#)
- **Telehealth**
 - [Telehealth Updates - Correction](#)
- **Vaccines**
 - [COVID Resources and Webinars](#)
 - [COVID Webinar - Lessons from Montgomery County](#)

MCO ROI Reminder

MCO ROIs

We would like to remind all providers of any SUD services of the importance of ensuring MCO Release of Information (ROI) forms are up-to-date:

- The MCO ROI enables the sharing of patient information with MCOs to allow for improved coordination of patient care
- The signed forms are valid for 12 months
- Providers should ensure that patients have the opportunity to review and sign the MCO ROI form
- We request that providers upload these into the Incedo Provider Portal when completed

Recent Provider Alerts

Recent Provider Alerts

ABA Provider Alert:

- [Reminder - Registered Behavior Technician Requirement](#)

Recent Provider Alerts:

- [Reminder of Payable Provider Types and Services in the ER](#)
- [Changes to Submitting Authorization Correction Requests](#)
- [Updated Guidance for PRP/RRP Referrals or Documentation of Clinical Collaboration](#)

Operations Updates

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- **Claim status filtering functionality clarification**
 - Providers can only filter claim data under the following claim header statuses: complete, in process, not adjudicated, received, rejected and voided
 - Denied status is a service line item and is not a value that can be filtered at the header level
 - However, denied claims can be shown at the line level when exporting data under any of the above Claim Header Status
- **Claim export functionality**
- **Overlapping authorizations**
 - Providers attempting to request an authorization for a participant who has an overlapping authorization should:
 - Speak with participant to determine if they have an open authorization with another provider for the same treatment code
 - If they are not in care with another provider, the participant should contact Optum Maryland to close the authorization
 - Providers should NOT wait for the participant to have the other authorization closed before entering the new request

Operations Updates

- **End-dating of unfunded spans**
- **Health Homes training events to be rescheduled**
 - The updated training calendar for August can be viewed [here](#)

Provider Questions

Provider Council Information

- Slide decks from previous meetings can be found on [Maryland.Optum.com](https://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, September 10, 2021**
- Meeting reminders will be sent at the beginning of month

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

Thank you.

The Optum Maryland Team

