



Maryland Provider Council Meeting

July 9, 2021

Hosted by Optum Maryland



Agenda

- 1 Welcome and Opening Comments
- 2 Behavioral Health Administration Updates
- 3 Maryland Medicaid Updates
- 4 Maryland Health Homes Program
- 5 Specialized RRP
- 6 Retro-Eligibility Update
- 7 Incedo Updates
- 8 Operations Updates
- 9 Provider Questions

Behavioral Health Administration Updates

Medicaid Updates

Maryland Health Homes Program

Maryland Health Homes Program

The Optum Maryland Health Homes Team

- **Optum Maryland's dedicated Health Homes team** includes one **Health Home Program Monitor** and two **Health Home Consultants**.
 - The Health Home Consultants are licensed clinical practitioners with BH and QI specialization. They will support the Health Homes providers by reviewing performance, delivering training, providing ongoing support for program systems and tools, and serve as the clinical liaison between the contracted HH providers and other Optum ASO functional areas.
 - **Shannon Harris, RN, MHA, CCM** is the **Health Homes Program Monitor** for Optum Maryland
 - **Dominique Imeokparia, RN, BSN, CMSRN** is a **Health Homes Consultant** at Optum Maryland
 - **Hollie Grayson, DrPH, LCSW-C** is a **Health Homes Consultant** at Optum Maryland

Specialized RRP

Specialized RRP

- Optum Maryland in collaboration with MDH is implementing a Specialized RRP Service Pilot Project which went live on July 1, 2021.
- This Pilot is designed to evaluate the feasibility and effectiveness of a new specialized RRP level of care for individuals being discharged from the State hospitals whose complex needs cannot be adequately met with existing RRP levels of care.
- The first round of participating RRP providers have been selected and are accepting state hospital referrals.
- Trainings on the referral and authorization processes will be coordinated with the selected RRP providers.
- BHA will notify eligible RRP providers and stakeholders when the request for applications to participate in this Pilot will be reissued. Questions may be directed in writing to bha.rrp@maryland.gov.

Retro-Eligibility Updates

Retro-Eligibility Updates

- In June, Optum began a pilot with 5 Residential SUD providers (PT54) to recoup the overpayments that occurred in March of this year as a result of Retro Eligibility reprocessing
 - Residential SUD providers account for approximately ½ of the total Overpayment
- The pilot involves the use of an excel spreadsheet report that identifies the claims paid on the original bank account, the amount retracted (or reversed), and the amounts paid on the new bank account – creating the overpayment. The purpose of the pilot is to:
 - Work through the providers' questions about the process. This will better enable us to roll this out to the general population of providers
 - Provide Optum with feedback that is replicable to other provider types. It also provides information related the individual provider concerns that we can use to better inform providers regarding overpayment
- Optum continues to work on producing an 835/ PRA to report out retractions and the claims held against retractions. The process is now in development with roll out targeted for August

Incedo Portal Updates

Incedo Portal Updates

In addition to other technical enhancements, the following items on upcoming Incedo updates are outlined for providers:

- Zero Units on Authorization Request will Generate Error Message: To reduce unnecessary claim denials, an error message will display when a user attempts to enter an authorization with zero units. The user will not be able to save or proceed with the authorization entry until an appropriate value is entered in the “Units” field.
- “Alt + S” keyboard shortcut to save the CMS 1500 form. To save time when completing the CMS 1500 form, this keyboard shortcut will allow the user to “save” the form without clicking the “save” button
- Claims export functionality. Users will be able to export claim lines from Incedo into Excel and other formats
- Automatic ending of Supported Employment authorizations

Operations Updates

Operations Updates

Authorization Reminders:

- **Overlapping Authorization warning:** You may have another authorization already logged for this patient; please follow the guidance outlined in this [August 11, 2020 provider alert](#) to end-date the authorization. If the overlap is coming from another provider, speak with the patient to determine any overlaps in care for same treatment code being delivered at the same time.
- **Requesting authorization corrections:** Providers should fill out the form in Incedo or call Customer Services to request corrections to authorizations
- **Back-dating authorizations:** Since May 1, 2021, providers may backdate authorizations by a *maximum of 20 calendar days*. For acute levels of care, the standard authorization timeframes, outlined [here](#), continue to apply.

Reconciliation:

- Providers are reminded that they can reach out to maryland.provpymt@optum.com with questions or requests to connect to a Reconciliation Manager



Operations Updates

- **Reminder to providers to get MCO ROI forms signed**
 - ROI forms expire after 12 months
 - Have impact on patient care
- **Updates to Supported Employment Forms**
 - [Provider alert](#) released July 8, 2021

Provider Questions

Provider Council Information

- Slide decks from previous meetings, and associated FAQs 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, August 13, 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

