



# Maryland Provider Council Meeting

September 11, 2020

Hosted by Optum Maryland





Welcome

# Agenda

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- 1 Welcome and Opening Comments
- 2 Maryland Medicaid Updates
- 3 Maryland Behavioral Health Administration Updates
- 4 Tranche Release and Claims Payment
- 5 Reconciliation Updates
- 6 System Enhancements
- 7 Operations Updates
- 8 Provider Questions
- 9 Wrap-up

# Maryland Medicaid Updates

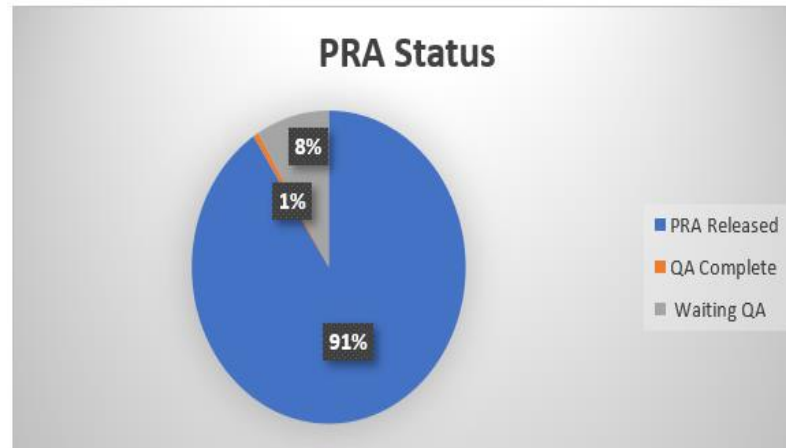
# Maryland Behavioral Health Administration Updates

# Tranche Release and Claims Payment

## Prior Day PRA/835 (Tranche) Release

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- We are currently 91% complete with the QA of the Prior Day (Tranche) PRA/835's
- All available PRA's for T1, T2 and T3 have been released as of Thursday, September 10



- We will continue to release available Prior Day (Tranche) PRA/835s on Tuesdays and Thursdays each week
- While you will not be able to request a meeting with the reconciliation manager until you have received and reviewed all of your PRA's, you can and should review the individual PRA's as you receive them so that you can proactively identify any variances

# Claims Payment

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- Fifth check write made on Thursday, September 9
- Fourth check write on Thursday, September 3. 100% PRAs accompanied this payment
- Third check write on Thursday, August 27. 100% PRAs accompanied this payment
- PRAs and 835 files posted to PaySpan
- PRAs and 835s for the August 13 payment and forward will display document creation dates of August 10, or later
- Providers are encouraged to submit claims as early as possible on an ongoing basis



# Searching for a specific payment number

To search for a specific payment number

- Select Payments, then enter the payment number in the box using the “\*” where appropriate
- You can also limit your search criteria to just those from Optum Maryland by selecting Optum Maryland in the Payers drop down box

The screenshot displays the 'payspan' web application interface for 'Research Payments'. At the top, there is a blue notification bar that reads 'You have an important message that requires your immediate attention.' The main search area is titled 'Search Payments:' and contains several input fields: 'Payment Number' (with a red circle around it), 'Transaction Type' (set to 'All'), 'Payment Amount', 'Payment Date' (with 'to' separator), 'Payment Status' (set to 'All'), 'Receiving Account' (set to 'Your account'), 'Last Four of Card Number', 'Card Status' (set to 'All'), and 'Card Remaining Balance'. Below these fields are buttons for 'Search', 'Clear', and 'Save'. A 'Payers' dropdown menu is open, showing a 'List of Available Payers' with 'Optum Maryland' selected (circled in red). The interface also includes a 'Home' link, a 'Research Payments' header, and a 'Items Per Page' dropdown set to 10.

# Connecting Payments with PRA's

If you have received a check with a blank PRA, there may be an updated PRA available. To connect the 2 – you can search in PaySpan using the payment number with an “\*” at the end. In the example below, you would search for 12121212\*

- The PRA that includes -1 is the updated PRA

<a href="#">View</a>	<b>Payment #</b> 12121212	<b>Payment Method</b> ACH	<b>835 Routed To</b>	<b>PIN</b> 111111	<b>RIN</b> 1111111
	<b>Payment Date</b> 08/11/2020	<b>Payment Amount</b> \$12,105.00	<b>Job ID</b> 56	<b>NPI</b> 9999999999	<b>Group Name</b>
	<b>Effective Date</b> 08/13/2020	<b>Payment Status</b> Disbursed	<b>Pavee Name</b> Your Agency	<b>TIN</b> 529999999	<b>Application</b> Optum Claim Paymei
	<b>Availability Date</b> 08/13/2020	<b>Payment Code</b> MEDICAID	<b>Line of Business</b>		
	<b>Mailed Date</b>				

<a href="#">View</a>	<b>Payment #</b> 12121212-1	<b>Payment Method</b> Non	<b>835 Routed To</b>	<b>PIN</b> 111111	<b>RIN</b> 1111111
	<b>Payment Date</b> 08/09/2020	<b>Payment Amount</b> \$0.00	<b>Job ID</b> 125	<b>NPI</b> 9999999999	<b>Group Name</b>
	<b>Effective Date</b> 08/18/2020	<b>Payment Status</b> Disbursed	<b>Pavee Name</b> Your Agency	<b>TIN</b> 529999999	<b>Application</b> Optum Claim Flat
	<b>Availability Date</b> 08/18/2020	<b>Payment Code</b> MEDICAID	<b>Line of Business</b> MEDICAID		
	<b>Mailed Date</b>				

# To view your latest Payments

To view your latest payments and PRA/835s, select Payments on the left navigation bar.

The screenshot shows the payspan web application interface. At the top left is the payspan logo. A blue notification banner at the top right contains the text: "You have an important message that requires your immediate attention." Below the logo is a "Home" link. The left navigation bar is divided into three sections: "Research" (with sub-items: Claims, Payments, Capitation, Reports), "Manage" (with sub-items: Accounts, Reg Codes, Manage 835), and "Alerts" (with sub-item: Rejected Accounts). The "Payments" item in the Research section is highlighted with a mouse cursor. The main content area features a search bar labeled "Enter Clai" and a section titled "Your Latest Payments" with the instruction: "Select the payment count or posting report link to view a listing of new payments by receiving account." Below this is a table with the following data:

Receiving Account	Payments	Amount	Actions
Your name	923	1,234,567.89	<a href="#">Posting Report</a>   <a href="#">View Mailbox</a>   <a href="#">SI</a>
<b>Total</b>	<b>923</b>	<b>1,234,567.89</b>	

# Downloading 835's from PaySpan

payspan. You have an important message that requires your immediate attention.

Home

### Research Payments

Search Payments: Payment Status: New X Receiving Account: Project Chesapeake X

Export Posting Report **5010** Mark New Confirm Payments

Download 5010 version of 835

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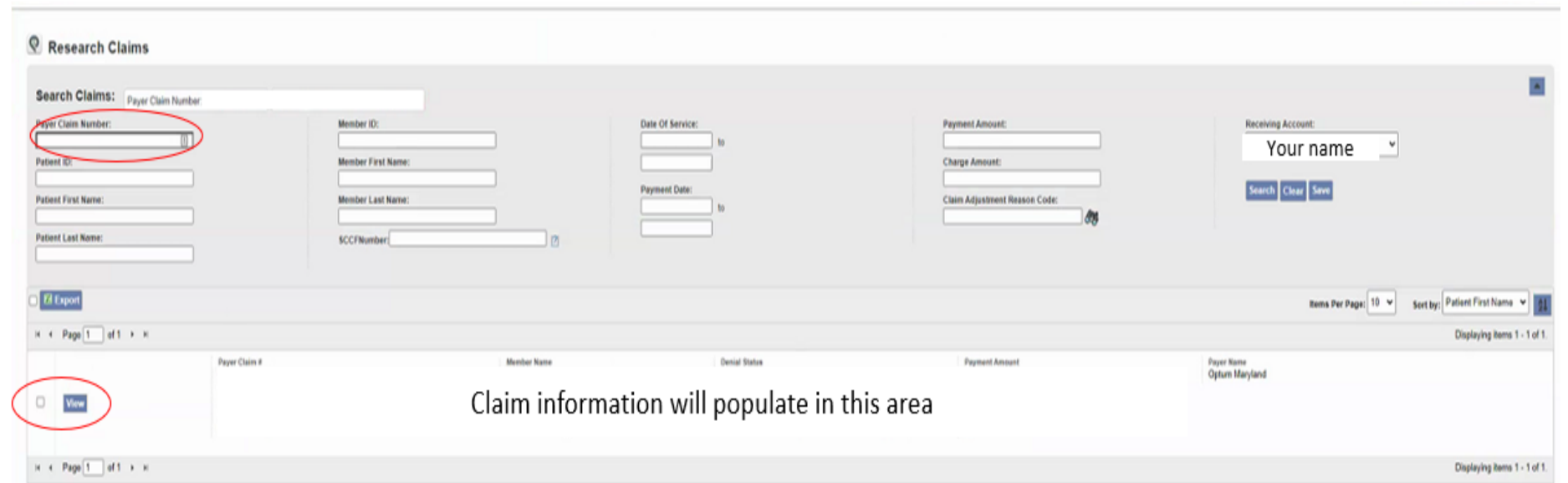
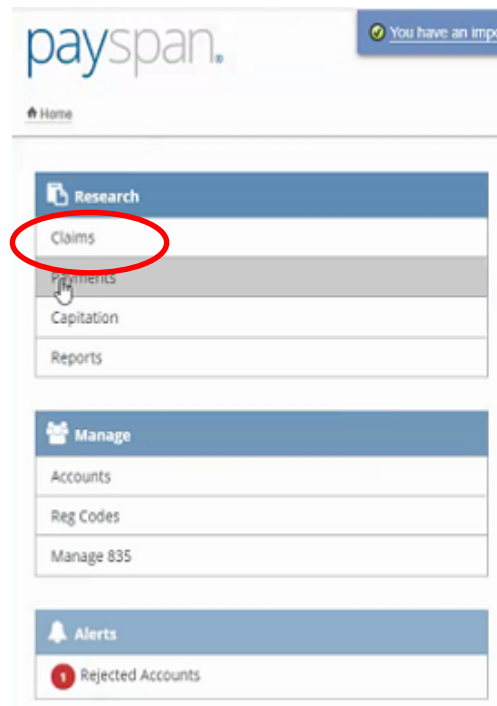
Payment Number	Transaction type	Payment Amount	Payment Date	Line of Business	Payment Status	Payer
50012345	ACH	\$2,484.86	8/30/2020	MEDICAID	New	Optum Maryland
50012348	ACH	\$2,230.00	8/30/2020	MEDICAID	New	Optum Maryland
50012347	ACH	\$4,267.87	8/30/2020	MEDICAID	New	Optum Maryland
50012349	ACH	\$4,503.12	8/30/2020	MEDICAID	New	Optum Maryland
50012346	ACH	\$2,797.26	8/30/2020	MEDICAID	New	Optum Maryland

- Once you have located the 835's that you want to download, check the box to the left of that PRA. If you want to select all, click the box circled in yellow in the screenshot
- Once you have checked the box, click on the 5010 button at the top. "Download 5010 version of 835"

# Search for a specific claim

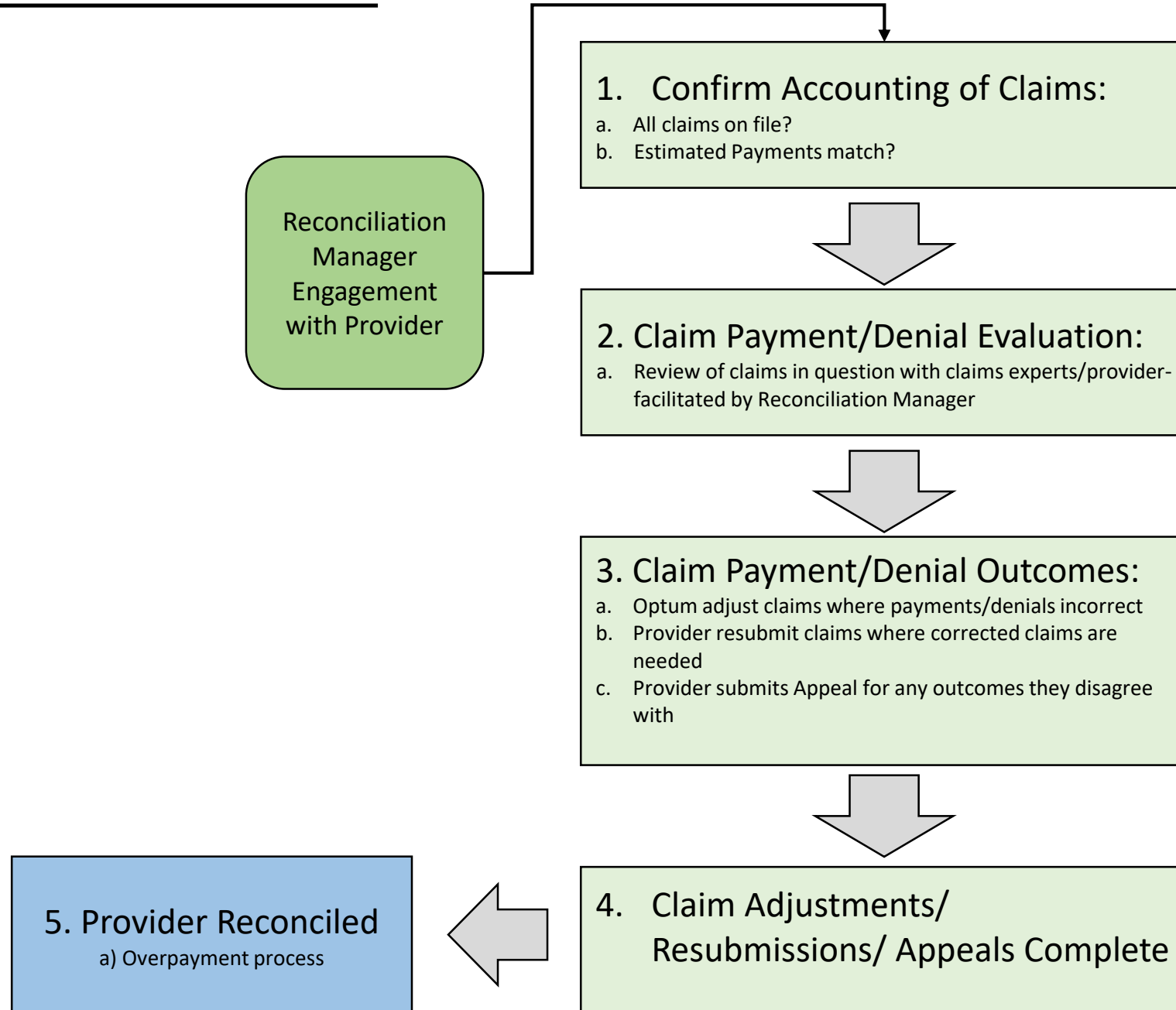
You can search for a specific claim by selecting “Claims” on the left navigation bar

- Enter the claim number and click search
- You can then view the details of the claim and the PRA through the information in the results field at the bottom of the screen



# Reconciliation Updates

# Reconciliation Overview



## Appeals Process for Reconciled Claims

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On September 4, Optum Maryland released a [provider alert](#) regarding the Appeals and Grievances process for claims released as part of the reconciliation tranches.

**Providers will have up to 90 calendar days AFTER the final reconciliation tranche is completed to seek reconsideration of denials.**

**Step 1:** Reference the [Maryland PBHS Billing Appendix](#) to be certain the claim was denied incorrectly

**Step 2:** Contact the call center at 1-800-888-1965 to dispute the denial

**Step 3:** If the provider disagrees with the results of the call and continues to receive a denial, then they may file an appeal

**Step 4:** If the denial is upheld, the provider may file a grievance to BHA in writing, within 10 days



# Reconciliation Survey Update

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Optum Maryland is reaching out by email in the first instance, to providers who request a Reconciliation Manager. It is important to note you will not hear immediately from a reconciliation manager. The following process will occur:

1. You return the survey with a request to engage with a reconciliation manager
2. An initial email will be sent to you by Optum Maryland. This email will contain instructions for the next steps that you must take to prepare for your meeting with the reconciliation manager. Look out for an email with the subject line: “**Optum Survey Reconciliation Management**” or “**Optum Reconciliation Management**”
3. You should complete the items detailed in this email and email Optum (per the instructions) to confirm that you are ready to engage with a reconciliation manager
4. A meeting will then be scheduled for you to speak to a reconciliation manager

# System Enhancements

# Requested System Enhancements

Enhancement Description	Status
Ability to see more than 500 claims per day	Submitted
Reverse File Download List from Oldest to Newest to Newest to Oldest	Submitted
Mechanism for filtering claims by Completed, Denied, Pended and In Process labels.	Submitted
Check Date and check numbers need to be displayed on the claim lines for any claim that has fully processed (paid or denied)	Submitted
We need to see the “processed date” and “service date” to be searchable header/filter in Incedo	Submitted
Be able to export claims out of the system just like the function they have recently added for authorizations.	Submitted
We need to be able to either export all of the Encounter Data services or run a report for processed Encounter Data so agencies can internally audit what has been processed for Case-rate services	Submitted
We need a claim file number assigned when an 837 file is uploaded into Incedo so we can match them to the correlating 999 reports.	Submitted
We want to be able to see the history of processing the claims in Incedo with PRA references.	Submitted
277 reports	In testing
Ability to combine or not combine data across PRA	Submitted

# Operations Updates

# Operations Updates

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## E & M Codes

- Increased number of units displayed for each E&M code to 26 per six-month span (applies to both initial and concurrent).
- Increase the number of units for outpatient therapy codes for Individual and Group Practices to 26 per six-months (applies to both initial and concurrent).
- Outpatient Therapy codes for OMHC, Facility-based and SUD treatment services have not changed.

## 02 Place of Service not valid for Maryland providers

- Use of this code will result in a denial

## Missing 999s – Optum have identified the following causes

- 837's missing diagnosis codes, participant name, participant address line.
- Hyphens or dashes in zip code and Tax IDs are not allowed.

# Operations Updates continued

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## Reason codes differ between PRAs and Incedo

- The PRA shows the CMS CARC codes
- Incedo shows the system configured denials

## Known authorization issues

- Issues occurring around split authorizations. Optum Maryland is working to fix these and providers do not need to take action on these issues or contact us about them. More information is forthcoming in a provider alert.

## PRP Child Medical Necessity Criteria

- Wording has been updated in the Medical Necessity Criteria

## Website Updates

- Changes to Provider Tools and Provider Information pages

# Provider Questions

## Provider Council Information

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- Slide decks from previous meetings, and associated FAQs can be found on [Maryland.Optum.com](https://maryland.optum.com) at the following links:
  - <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/tools.html>
  - <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/council.html>
- The next Provider Council meeting will be held on **Friday, October 9, 2020**.
- Meeting reminders will be sent at the beginning of month.



# Frequently Used Phone and Email Addresses

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 Maryland Public Behavioral Health System **1-800-888-1965**

- Option 1 Participants
- Option 2 Providers

Maryland Provider Relations - [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

Token and Incedo Provider Portal Registration questions - [omd\\_providerregistration@optum.com](mailto:omd_providerregistration@optum.com)  
(Please note the underscore in this email address: “omd\_providerregistration...”)

Maryland Provider Payments - [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

To register for Provider Alerts - [marylandprovideralerts@optum.com](mailto:marylandprovideralerts@optum.com)

Thank you.

The Optum Maryland Team

