



Maryland Provider Council Meeting

August 12, 2022

Hosted by Optum Maryland

Agenda

- 1 Welcome
- 2 MDH Updates
- 3 TPL/COB Processing and Reprocessing
- 4 Eligibility
- 5 Operations Updates
- 6 Provider Questions

MDH Updates

MDH Updates

- On August 12, 2022 (today), Optum MD will post a final demand letter in providers' Incedo Download folders containing the final estimated payment amount and any forgiveness applied as of July 31, 2022. This demand letter will also be sent by certified mail and email where possible.
 - The letter contains a link to a repayment survey. Providers have 10 business days (until midnight August 26) from the date the letter is placed in their Incedo mailbox to complete this survey.
- Letters will be sent on August 19 to providers who have a \$0 estimated payment balance.
- Letters will be sent at a later date (TBD) to providers who are due a refund from any estimated payment activity. PLEASE NOTE: Any calculated refunds will be applied to outstanding negative balance amounts first.

MDH Updates

Changes to Adult Initial and Concurrent PRP Clinical Request Forms

- Updates to these forms (as communicated on August 3) are being put on hold, pending further review with provider groups.
- MNC are still in place and being applied as always. There are no changes to the existing form used for authorizations.
- A [provider alert](#) retracting the August 3 communication, was released on August 10, 2022.

988 is the new National Suicide and Crisis Lifeline Number

- Effective July 16, 2022, calling 988 will connect people directly to the National Suicide & Crisis Lifeline.
- Calling 988 will connect callers to a local behavioral health crisis call specialist.

Monkeypox

- Information can be found on the MDH Monkeypox webpage:
<https://health.maryland.gov/phpa/OIDEOR/Pages/monkeypox.aspx>

MDH Updates

BHA Updates

- The BHA quarterly State Care Coordination/MDRN forum will be held **on August 24, 2022, from 1-3pm.**
- BHA will hold a Critical Time Intervention Training on **August 31, 2022, at 1:00pm** for Projects for Assistance in Transition from Homelessness (PATH) providers.
- PRP Providers are reminded that the PRP Survey is now live at the following link:
https://marylanddohmh.qualtrics.com/jfe/form/SV_9AXPAQAga9LUMZg
- On Monday, August 1, 2022, the Department of Housing and Urban Development (HUD) released the ***Notice of Funding Opportunity (NOFO) for the Fiscal Year (FY) 2022 Continuum of Care Competition and Noncompetitive Award of Youth Homeless Demonstration Program Renewal and Replacement Grants.***
 - Information has been posted on [Grants.gov](https://www.grants.gov) and is available on the [Funding Opportunities](#) page on HUD's website later today. Additional resources are available on the [Continuum of Care Program Competition](#) page of HUD's website.
 - **The due date to HUD is September 30, 2022.** BHA will be applying for renewal of its Continuum of Care grants.

TPL/COB Processing and Reprocessing

TPL/COB Processing and Reprocessing

• 2020 TPL Claims Paid as Primary then down adjusted

- Claims were paid as primary, then retracted based on updated TPL files from MDH loaded to Incedo
 - 53k Claims Identified
 - 10,976 (complete) No Longer Have a TPL Record on File – Rebatch to begin Week of 6/6/2022 (est. pay period being adjudicated first) **COMPLETE**
 - 42,708 –
 - Reprocessing 22k from the Est Payment Period;
 - **100% Complete as of 8/11/2022**
 - **MDH and Optum are working towards alignment on 8/4/2020 – 12/31/2020**

• Important information

- **See Provider Alert:** [8-5-22: Issues Impacting Participant Eligibility](#)
- **Medicare Advantage Plans:**
 - Update guidance will result in the following:
 - Claims submitted to OPTUM will deny for Service Payable by Other Primary Carrier
 - Providers must submit to Medicaid via paper or portal submission
 - Instructions can be found: <https://health.maryland.gov/mmcp/pages/provider-information.aspx>
 - E Medicaid Portal and Instructions: <https://encrypt.emdhealthchoice.org/emedicaid/>
- **MDCR Crossover Claims:**
 - Do not send to Optum
 - These will result in denial of Service Payable by other Primary Carrier
 - Will automatically cross from Optum to MDH for processing
- **Participant disagrees with TPL Record:**
 - Process outline in previous meeting notes

Eligibility

Eligibility

Long-Term Care Coverage

- The configuration for eligibility for LTC insurance in Incedo is being updated.
- This update impacts both Youth and Adults in LTC.
- This update will add additional insurances like Medicaid/State for participants who have LTC.
 - Three coverage types (LTC, Medicaid or State) will be available, providers should select the appropriate option based on their provider type. E.g., community providers would select Medicaid or State.
- Claims that are denying for the reason “*member’s coverage not in effect*” will be reviewed/reprocessed automatically by the standard retro-eligibility process.
- Claims that are denying for other reasons for the impacted participants will be reviewed and be reprocessed as appropriate.

Operations Updates

Operations Updates – Service Disruption

Optum Maryland is experiencing a service disruption that is impacting mail and fax transmissions. Specific scenarios are outlined below.

- When mailing disputes/appeals/grievances to Optum Maryland, please use: Optum Maryland P.O. BOX **30531**, Salt Lake City, UT 84130
- When sending in checks to Optum Maryland, please use: Optum Maryland P.O. BOX **30532**, Salt Lake City, UT 84130

Providers who have mailed checks to Optum

- Please email maryland.provpymt@optum.com to advise us that this payment has been sent. Please include the check date, check number

Providers who submit paper claims

- The processing of paper claims will be delayed until this issue is resolved. We recognize this will cause providers potentially significant disruption with receiving payment for services.
- Please utilize the Incedo Provider Portal (IPP) to submit claims.
- Providers who need assistance should email marylandproviderrelations@optum.com with subject line: “*IPP claims submission training.*” They will immediately be assigned a staff member to assist in using this claims submission process.

Operations Updates – Service Disruption

Providers who have submitted paper claims with EOB (for coordination of benefits)

- These documents can only be submitted by postal mail so there is not an alternative means to send this information to Optum Maryland.
- These documents will be processed as soon as they are received by Optum Maryland.

Providers who have submitted appeals, grievances or complaints by mail or fax

- There will be a delay in processing appeals, grievances and complaints submitted by mail or fax.
 - Appeals, grievances, and complaints submitted by telephone to Optum Maryland are not affected.
- Providers who have submitted appeals, grievances, or complaints by mail or fax and are experiencing a delay can call Optum Maryland customer services at 1-800-888-1965 to initiate the process telephonically.
- Optum will then initiate a secure email chain with the provider to allow supporting documentation to be shared securely.

Operations Updates

Update to Claim Billing

- As noted in a [provider alert](#) on August 10, when submitting claims providers must ensure they use:
 - A **valid** Maryland Medicaid ID number (MMIS) or Optum-issued ID number for Uninsured Participants must be used on **all** claim submissions.
 - The Optum-issued ID number for Uninsured Participants is the Incedo ID number, beginning with a “U.”
 - A **valid** Provider Billing NPI Number must be used on **all** claim submissions.
 - **A rejection will be generated if this information is entered inaccurately or incompletely.**

277CA Update to Remove Need for Supplemental Report

- On August 6, 2022, Optum Maryland implemented an update to the 277CA which will remove the need for a supplemental rejection report by incorporating the key elements of the supplemental report into the 277CA transaction.

Availability of 835s/PRA in PaySpan

- The availability of 835s and PRAs in the PaySpan user portal is limited to 18 months.
- To request copies of 835s and PRAs older than 18 months, please contact Optum Maryland customer service at 1-800-888-1965.
- Details of this process can be found in a [provider alert](#) dated August 2, 2022.

Operations Updates - Reminders

- Reconciliation Emails
 - Please ensure that all reconciliation related correspondence is routed to Maryland.provpymt@optum.com versus individual reconciliation manager email addresses.
- Providers are asked to ensure that their mailing address is updated/correct in MMIS (via ePREP) for important mail correspondence
- Please check the Dashboard in the Incedo Provider Portal for important notifications including system downtime and new downloads
 - Optum will use the Download folder within Incedo as one means of delivering important information
- Providers who provide SUD services should ensure that MCO ROI forms are signed and up-to-date
 - Participants should be given the opportunity to sign these forms
 - Signed forms expire after 12 months and will need to be updated

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 9, 2022**
- Meeting reminders will be sent at the beginning of month

Frequently Used Phone Numbers 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 - marylandproviderrelations@optum.com

Thank you