



Maryland Provider Council Meeting

December 10, 2021

Hosted by Optum Maryland



Agenda

- 1 Welcome and Opening Comments
- 2 Maryland Department of Health Updates
- 3 Claim Lifecycle Report
- 4 TPL/COB Retractions of 2019 Beacon Historical Claims
- 5 Operations Updates
- 6 Provider Questions

Maryland Department of Health Updates

Maryland Department of Health Updates

Updates on Security Incident & Recoupment of Negative Balance

Security Incident:

- Security Incident occurred over the weekend.
- No Loss of Data. This was not a data breach.
- Optum's ability to receive and process claims unaffected by outages.
- MDH Website is back up, and systems are slowly coming back online.

Recoupment Process:

- Provider Alert with clarifications and further information
- Individualized letters with amounts due and payment plans choices out mid-December
 - Option to pay immediately or wait until Claims History reports are available.
- PT 54 Recoupment to begin January 2022.

Maryland Department of Health Updates

1. Several Notices of Funding Availability (NOFA) was released on 12/1/21 by Clinical Services:
 - Care Traffic Control: \$805,019 in funding available
 - Urgent Care Center: \$1,390,488 in funding available for 4 years for FY 22 – FY 2026. The deadline is December 17th.
2. Statement of Requirements RFP: Prevention and Harm Reduction grants for American Indians/Tribal Communities. Applications are due to Local BHAs on January 10th. More information regarding the Notice of Funding Availability is posted on BHA's website.
3. Recovery Capital: BHA is hosting Dr. David Best, Professor of Criminology, University of Derby, United Kingdom (UK) an internationally renowned subject matter expert in addiction recovery, recovery pathways, and recovery capital.
 - The aim will be to work with in-house data platform specialists to integrate an online recovery capital tool and to assess the effectiveness of certified recovery residences as a service modality.

Maryland Department of Health Updates

4. BHA is working with Hilltop to conduct a SUD needs assessment.

5. BHA is hosting a Health Disparities and Social Determinants of Health & Equity webinar
Presenter: Ashley Stewart
December 14, 10:00-11:30 am
https://c4innovates.zoom.us/meeting/register/tZwtf-iorDMrEtx8Am_Q4aj3JcnicQo-mOdt

6. Reminder on licenses. There is a difference between licensing and ePrep revalidation.

7. Reminder on Vaccines.
 - View training material on utilizing vaccine status data [here](#)
 - View a Quick Reference Guide on downloading vaccine status reports from the Incedo Provider Portal [here](#)

Claim Lifecycle Report

Claim Lifecycle Report

- The Claim Lifecycle Report is currently under development
 - The development of this report is based on requirements cited by the provider associations
- Optum will be meeting with pilot providers during the week of December 20, 2021
- Availability of this report will follow the pilot phase
 - We will communicate closer to the release date about how this report can be accessed
- Optum is developing a Quick Reference Guide and webinar to assist providers in reading/understanding the report

TPL/COB Retractions of 2019 Beacon Historical Claims

TPL/COB Retractions of 2019 Beacon Historical Claims

- To date, Optum has completed well over 90% of the reprocessing of these claims
 - The dollars have gone back to providers as of the check-writes on November 28, 2021 and November 18, 2021
 - Starting total: 5567 Claims impacted
 - Claims Reprocessed: 5161
 - 92.1% complete
 - Claims Remaining: 406
 - Reprocessing is underway and providers should receive the payments by the December 23 check-write

Operations Updates

Operations Updates

- Expanded Authorizations
 - Corrections to expanded MAT authorizations were completed week of November 29, 2021
 - Corrections to expanded Outpatient authorizations is currently in process, expected completion by December 10
 - No provider action required, claims will be automatically reprocessed
- 277CA
 - Optum is planning to implement changes to the 277CA by the end of the year.
 - Providing accepted status on successful Void / Corrected claim submissions
 - Ability to communicate a more accurate status on claims that encounter processing errors.
 - Eliminating the need for the supplemental reject report for 277CA providers
- 1099 Tax Forms for 2021 will be sent no later than February 1, 2022
 - Full details are found on a [provider alert](#) dated November 10, 2021
- Optum Maryland Chief Medical Officer
 - Dr. Lisa Hadley will be leaving Optum this month. Dr. Steve Daviss will assume the role of acting Optum Maryland CMO

Operations Updates

Reminders

- Providers are reminded to please ensure their information is up-to-date in MMIS
 - Ensure contact name, telephone number and email address are correct to allow for important outreach
- Providers should outreach/continue to work with the Reconciliation Managers. To connect with a reconciliation manager, please contact maryland.provpymt@optum.com
- Providers are reminded to retrieve/use client-level COVID-19 vaccine status data from the IPP in your vaccination outreach efforts.
 - Training material can be viewed [here](#) and a QRG is found [here](#)
- Reminder to providers to get [MCO ROI forms](#) signed every 12 months
 - ROI forms expire after 12 months
 - Have impact on patient care
 - This form has been updated based on new guidance
 - More information to come in future Provider Council meetings and provider alerts

Provider Questions

HAPPY
Holidays!

A festive holiday graphic featuring the text '*HAPPY*' in a simple, black, sans-serif font above the word 'Holidays!' written in a large, black, cursive script. The text is surrounded by several golden-yellow stars of varying sizes and a thick, golden-yellow brushstroke underline that curves under the word 'Holidays!'. Small black dots are scattered around the stars and the brushstroke.

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, January 14, 2022**
- 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 - marylandproviderrelations@optum.com

Thank you.

The Optum Maryland Team

