



# Maryland Provider Council Meeting

February 11, 2022

Hosted by Optum Maryland



# Agenda

---

- 1 Welcome and Opening Comments
- 2 Maryland Department of Health Updates
- 3 Update on TPL/COB
- 4 Interest Payments to Providers
- 5 Operations Updates
- 6 Provider Questions

# Maryland Department of Health Updates

# Maryland Department of Health Updates

---

- Letters were delivered to providers' Incedo mailboxes this week, confirming their survey choices.
  - Those who **did not** complete the survey received a letter in their Incedo mailbox notifying them of the starting date that their claims will begin to be clipped at 25% of current claims (averaged January 2021 – October 2021)
  - If you did not complete a survey and wish to discuss the status of your retro-eligibility negative balance, please send an email to [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com) as soon as possible to avoid automatic clipping of claims.
  - The Claim Lifecycle Report will be delivered to providers who requested it next week in the “Downloads” folder within the Incedo Provider Portal
  - Providers who have not yet requested a copy of the Claim Lifecycle Report can do so by visiting the following link: [https://uhg1.co1.qualtrics.com/jfe/form/SV\\_bq1G8S7aV7jpxMG](https://uhg1.co1.qualtrics.com/jfe/form/SV_bq1G8S7aV7jpxMG)

# Maryland Department of Health Updates

---

- For providers who agreed to their balance and opted to repay their retro-eligibility negative balance by lump sum. Instructions were included in your letter for check or wire transfer.
- For providers who agreed to their balance, and opted to repay their retro-eligibility negative balance by claims clipping:
  - The amount clipped will be either 25% or 50% of weekly claims averaged over your last 10 months of claims submissions (January 2021 - October 2021, with the exception of March).
  - The amount credited to your negative balance will be reflected at the bottom of your PRA.

# Maryland Department of Health Updates

---

- Webinar: ***Increasing Access to COVID-19 Vaccines for Service Recipients within the PBHS: Lessons from Lower Shore Clinics***
  - Full details can be found in a [provider alert](#) dated February 9, 2022

# Update on TPL/COB

# Update on TPL/COB

- 2019 TPL Beacon Historical

- **5567 Claims Reprocessed to Re-Pay Providers in Nov and Dec 2021**
- **Optum completed another review:**
  - 2487 additional claims identified for 290 providers
  - \$223k has been repaid
- **Remediation:**
  - Reprocessing of claims completed February 2022

- 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
- Analysis underway February 2022
- Optum and MDH will review and provide update

- Claims Paying as Secondary

- **Claims denying for no auth**
  - Claims stopped denying week of 2/6/22
  - Identifying claims for reprocessing
  - Long term: Working with IT partners to resolve target date on or after 2/26/2022
- **Claims with EOBs attached or OPA declared are not always pending**
- When no TPL record on file but an EOB or OPA submitted
  - Working to identify these claims for reprocessing. Short term solution under review target date 2/9/2022
  - Long term solutions have been identified and are under review



# Beacon Historical Claims – Data Load Clean Up

---

## Phase 1 – Data Loaded Incorrectly / Impact to Provider’s Downstream Claims Payments IN PROGRESS

- There are 157k claim lines in progress of being corrected and will allow \$3M claims that were incorrectly denied to now approve
- This will impact 140 provider IDs that have denied claims  $\geq$  \$1k that will now approve
- Work Completed: 1,323 claim lines for a total of \$229k have processed through Check Write - impacted providers would have seen on 2/3 PRA/835s
- Work In Progress: Efforts forecasted to continue through the end of April

## Phase 2 - Historical Claims Not Loaded / Potential Double Payment of Downstream Claims

- Small impact expected – this is only where providers resubmitted a claim that they previously submitted and were paid by Beacon
- Work to begin in April and go through end of June

## Phase 3 - Historical Claims Loaded Incorrectly / NO Impact to Downstream Claims or Provider Payments

- Reference only data to be corrected
- Work to be prioritized and timeline provided after Phase 1 & 2 are completed

# Interest Payments

# Interest Payments

---

- Initial letters to providers to be mailed by February 15, 2022.
  - These letters will be sent to providers who submitted claim(s) during the period from August 4, 2020, to November 30, 2021 and are due interest on these claims
- Calculation of interest payments:

*Statutory Authority*

Insurance Article § 15-1005(g), Annotated Code of Maryland, provides:

- (1) If an insurer, nonprofit health service plan, or health maintenance organization fails to pay a clean claim for reimbursement or otherwise violates any provision of this section, the insurer, nonprofit health service plan, or health maintenance organization shall pay interest on the amount of the claim that remains unpaid 30 days after receipt of the initial clean claim for reimbursement at the monthly rate of
  - (i) 1.5% from the 31st day through the 60th day;
  - (ii) 2% from the 61st day through the 120th day; and
  - (iii) 2.5% after the 120th day.
- (2) The interest paid under this subsection shall be included in any late reimbursement without the necessity for the person that filed the original claim to make an additional claim for that interest.

# Interest Payments

---

## *The Calculation of Interest*

The calculation of interest under Insurance Article § 15-1005(g), Annotated Code of Maryland, shall be applied in increments of 30 day periods.<sup>1</sup> Interest is owed to a person entitled to reimbursement, at the rate of 1.5% from the 31<sup>st</sup> day through the 60<sup>th</sup> day, which amounts to a single 30-day period; at the rate of 2% from the 61<sup>st</sup> day through the 120<sup>th</sup> day, which amounts to two 30-day periods; and at the rate of 2.5% beginning on the 121<sup>st</sup> day onward in intervals of 30-day periods.

To determine the applicable interest rate for each day, divide the monthly interest rates of 1.5%, 2%, and 2.5% by 30 days. This results in interest rates of .05% for each day between the 31<sup>st</sup> through the 60<sup>th</sup> day; .066667% for each day between the 61<sup>st</sup> through the 120<sup>th</sup> day; and .083333% for each day beginning on day 121 and for each day thereafter. In order to calculate the interest owed on a clean claim, first calculate the number of days past 30 days after receipt of the initial clean claim. Next, convert the daily interest rate to a decimal (.0005; .00066667; .00083333) and multiply the dollar amount of the clean claim by the number of days. For example, calculate the interest owed on a \$340 clean claim paid on the 128<sup>th</sup> day from receipt of the initial clean claim as follows:

# Interest Payments

---

## *Sample Interest Calculation on \$340 Claim Paid on 128<sup>th</sup> Day*

$$\begin{aligned} & \text{I} \\ & 1 \text{ full period of 30 Days} = 1 \times (.015 \times \$340) + \\ & 2 \text{ full periods of 30 days} = 2 \times (.02 \times \$340) + \\ & 8 \text{ days of daily interest} = 8 \times (.00083333 \times \$340) = \$2.27 \\ & = \$5.10 + \$13.60 + \$2.27 \end{aligned}$$

The total interest owed on this claim is \$20.97.

# Operations Updates

# Operations Updates

---

- 277CA
  - Changes to the 277CA implemented on January 29, 2022
    - Ability to communicate a more accurate status on claims that encounter processing errors
    - Providing accepted status on successful Void / Corrected claim submissions
- Authorization Parameter Change
  - Authorization plan duration is updated from **180 calendar days** to **7 calendar days**
  - Affects 90889 MH and SUD Outpatient Discharge authorization plan
- Optum is modifying the PRP Administrative Denial Checklist to improve the clarity of this document
- Upcoming modification to Gambling authorization plans
  - Provider alert pending release
- Bed-hold billing
  - When to submit
  - Interaction between bed-hold and bed-day codes

# Operations Updates

---

- Health Homes Program Update
  - Implementation targeted for Q4 2022
- Updated Program Quality Self-Assessment Tools for 2022 posted to the Optum Maryland website
  - Self-assessment tools should be of value to providers in ensuring compliance with service documentation requirements and improving quality
  - Providers are encouraged to incorporate the tools into their compliance and training programs
  - Please see [provider alert](#) dated January 27
- Upcoming trainings:
  - Uninsured Eligibility. Thursday, February 17, 10:00-11:00 a.m., EDT To Register, [Click Here](#)



# 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](mailto:maryland.provpymt@optum.com)
- 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

## 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, March 11, 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](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)

Maryland EDI Team – [omd\\_edisupport@optum.com](mailto:omd_edisupport@optum.com) (please note the underscore in this email address: “omd\_edisupport...”)

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

Thank you.

The Optum Maryland Team

