



# Maryland Provider Council Meeting

January 14, 2022

Hosted by Optum Maryland



# Agenda

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- 1 Welcome and Opening Comments
- 2 Maryland Department of Health Updates
- 3 Claim Lifecycle Report
- 4 Operations Updates
- 5 Provider Questions

# Maryland Department of Health Updates

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Providers who received a *Notice of Recoupment of Retro-Eligibility and Overpayments* letter must complete the [Negative Balance and Claim Lifecycle Report Survey](#).

- The dollar amount reported last month in each provider's notification letter was current for:
  - Negative balances caused by retro-eligibility processing
  - Negative balances reflecting the provider's **state-funded account only**
  - All claims processed for the period January 1, 2020, through December 21, 2021
- If the amount reported on your letter is \$500 or less, there is no need to complete the survey. This amount will be collected from current claims
- If you did not receive a letter, you likely may not have any retro-eligibility overpayment. You can confirm this by emailing [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)
- The [Negative Balance and Claim Lifecycle Report Survey](#) was updated slightly on Monday, December 27. If you completed the survey before this date and wish to make changes, please email [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)
- **The survey must be completed by January 21, 2022 (30 days from the date of the letter)**
  - Providers owing \$500 or more must complete the survey. If they do not do so by end of day on January 21, 2022, they risk having their claims clipped at 25% of the total adjudicated payment on each claim beginning February 1, 2022, until the retro eligibility balance of their negative balance is satisfied

# Maryland Department of Health Updates

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- COVID-19 Updates and Vaccinations
- Telehealth
- Participants who are MCO enrollees are eligible for the MCO Gift Card Vaccination incentive
  - View further information at: [https://health.maryland.gov/newsroom/Pages/Maryland-Department-of-Health-supports-Managed-Care-Organization-\(MCO\)-Gift-Card-incentive-program-for-unvaccinated-HealthC.aspx](https://health.maryland.gov/newsroom/Pages/Maryland-Department-of-Health-supports-Managed-Care-Organization-(MCO)-Gift-Card-incentive-program-for-unvaccinated-HealthC.aspx)
- Providers are encouraged to continue their outreach efforts to individuals they are serving who are unvaccinated
- BHA is in the process of finalizing a Notice of Funding Availability for Point of Care Testing grants for Residential SUD programs

# Maryland Department of Health Updates

The Maryland Department of Health's [Behavioral Health Administration \(BHA\)](#) is sponsoring **2022 PATH Capacity Building Conference: Increasing Positive Housing Outcomes through Person-Centered and Trauma-Informed Service Delivery**, a virtual conference with dynamic presenters sharing ideas to improve homeless services outcomes.

This **free** conference will be held on **Wednesday, January 19, 2022, from 9:00 am – 4:00 pm**. Please [register here](#) to join the conference. Presentations will include information on:

Morning	Afternoon
Landlord Engagement in a Housing First Framework	Outreach and Engagement for Special Populations (breakouts): <ul style="list-style-type: none"><li>○ People with Co-occurring Disorders</li><li>○ People Who Identify as LGBTQIA+</li></ul>
Understanding Insidious and Historical Trauma and How to Deliver Trauma-Informed Services to Promote Healing and Recovery	Putting It All Together: Next Steps

The training provider for the day is [C4 Innovations](#), a small, woman-owned business advancing equitable access to recovery, wellness, and housing stability for people who are systematically marginalized.

Please contact Priya Arokiaswamy at [priya.arokiaswamy@maryland.gov](mailto:priya.arokiaswamy@maryland.gov) or Wayne Millette at [wayne.millette1@maryland.gov](mailto:wayne.millette1@maryland.gov) if you have any questions. We hope to see you there.



# Claim Lifecycle Report

# Claim Lifecycle Report

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The Claims Lifecycle Report will contain the following key elements:

- All paid and denied claims - full claims history for all claims processed or reprocessed by Optum
- Claims associated with negative balance
- Claims applied to estimated payment balance
- Denials

The report will be accompanied by a quick reference guide explaining the fields on the report, how to filter, how to use flags on the report, etc.

Providers can use the [Negative Balance and Claim Lifecycle Report Survey](#) to request this report.



# Operations Updates

# Operations Updates

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- Monica McNeil is the new Optum Maryland CEO, as of January 1, 2022
- In observance of Martin Luther King Jr. Day, Optum Maryland's administrative offices and call center will be closed on Monday, January 17, 2022
  - Our clinical staff will be available for crisis calls and emergency services via the Optum Maryland toll-free number, 1-800-888-1965
  - Payments to providers will occur as usual, on Thursday, January 20
- Expanded Authorizations
  - Corrections to expanded MAT authorizations were completed week of November 29, 2021
  - Corrections to expanded Outpatient authorizations has been completed
  - Denied claims for MAT extended authorizations were reprocessed and released on December 19
  - Outpatient claims are currently being re-adjudicated
- PRP Cases Out of Turn-Around-Time

# Operations Updates

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- 277CA
  - Optum is planning to implement changes to the 277CA in January 2022
    - Providing accepted status on successful Void / Corrected claim submissions
    - Ability to communicate a more accurate status on claims that encounter processing errors
- 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
- Upcoming trainings:
  - PRP Adult – Tuesday, January 18, 10:00 am – 11:00 am. [Click to register](#)
  - PRP Minor -- Thursday, January 20, 10:00 am – 11:00 am. [Click to register](#)

# Operations Updates

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## 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

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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 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, February 11, 2022**
- 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)

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

