



# Maryland Provider Council Meeting

June 10, 2022

Hosted by Optum Maryland

# Agenda

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2 MDH Updates

3 TPL/COB Processing and Reprocessing

4 Eligibility

5 Operations Updates

# MDH Updates

## MDH Updates

- The due date for all providers' State negative balances was **May 20, 2022**.
- Letters went out this week notifying providers that state liability transfers will occur the week of June 13, 2022. Clipping will begin for claims submitted the week of June 13, 2022 and will be reflected in the payments issued on June 23, 2022.
  - PT54 with outstanding negative balances
  - Non-PT54 with outstanding negative balances
  - Medicaid IMD outstanding balances
  - Medicaid corrected claims
- Medicaid Negative Balance
  - Letters will be sent to affected providers prior to recoupment of the Medicaid negative balances with advance notice and a full description.
- We are targeting recoupment letters with estimated payment balances due and further information, to be sent the first week of July.

# MDH Updates

## Data 2000 Waiver Providers and Nurse Practitioners with PMH Specialty

- Optum recently aligned their system based on existing rules to disallow claims submitted by provider types 20 and 23 from performing certain MH and certain SUD services if their provider file lacked the required category of service on their Medicaid provider profile
- There was an initial *incorrect* implementation impacting some PT23 providers which has since been corrected (and claims were reprocessed by May 13)
- The correct implementation is now in place. Providers should ensure their provider file is up-to-date to include all appropriate credentials; Data 2000 waiver (1B) and/or psychiatric mental health accreditation (1A)
- A [provider alert](#) containing further details was posted on Thursday, June 9

# MDH Updates

- **Request for Expression of Interest (REOI) for crisis services in Western MD.**
  - Deadline for responses is July 1, 2022
  - Details can be found on the [BHA website](#)
- **PRP Survey**
  - Now live at the following link: [https://marylanddohmh.qualtrics.com/jfe/form/SV\\_9AXPAQAga9LUMZg](https://marylanddohmh.qualtrics.com/jfe/form/SV_9AXPAQAga9LUMZg)
- **BHA's Annual Women's Conference**
  - Thursday, June 23, 2022
  - 9:00 A.M. - 3:00 P.M.
  - Registration Fee: \$25 per attendee
  - Approved to Sponsor 4.5 CEUs
- **State Opioid Response (SOR) III**

The 2022 State Opioid Response (SOR) III Funding Opportunity Announcement has been released by the Substance Abuse and Mental Health Services Administration (SAMHSA) <https://www.samhsa.gov/grants/grant-announcements/ti-22-005>. The Behavioral Health Administration will be applying for SOR III federal funds. Maryland is eligible to apply for \$51,378,523 in federal funding.

# MDH Updates

- **BHA in partnership with the University of Maryland Training Center is sponsoring the following training for Psychiatric Rehabilitation Program (PRP) providers.**

**An Overview of the Principles and Domains of Psychiatric Rehabilitation and Recovery Oriented Services and Shared Decision Making** - This training will review the principles and the seven domains of psychiatric rehabilitation (PsyR) and recovery for use in clinical and community settings. Didactic exercises and skill practice will be used to assist participants to experience and apply the PsyR approach to skills teaching for people using mental health/PsyR services. **Please register for one date only.**

- **Session 1:** Tuesday, June 7, 2022, 9-11 a.m. and 12:30-2:30 p.m. To register:  
<https://www.edgereg.net/er/Registration/StepRegInfo.jsp?ActivityID=40579&StepNumber=1>
- **Session 2:** Friday, June 10, 2022, 9 - 11 a.m. and 12:30 - 2:30 p.m. To register:  
<https://www.edgereg.net/er/Registration/StepRegInfo.jsp?ActivityID=40581&StepNumber=1>
- **Session 3:** Tuesday, June 14, 2022, 9 - 11 a.m. and 12:30 - 2:30 p.m. To register:  
<https://www.edgereg.net/er/Registration/StepRegInfo.jsp?ActivityID=40583&StepNumber=1>

## MDH Updates

- **BHA in partnership with the University of Maryland Training Center is sponsoring the following training for Psychiatric Rehabilitation Program (PRP) providers.**

**Assessing Readiness for Psychiatric Rehabilitation** - This training will review the theories and skills of assessing readiness to engage in psychiatric rehabilitation and recovery-oriented services in preferred clinical and community settings. Didactic content and exercises will be used to teach participants to orient and identify high priority settings for change, and then to assess individual readiness to engage in rehabilitation. These interactive training sessions will require active participation from participants. All trainings will be held 9-11 a.m. and 12:30-2:30 p.m. The cost of each training is \$25 per participant. **Please register for one date only.**

- Session 1: Tuesday, June 21, 2022: 9-11 a.m. and 12:30-2:30 p.m. To register: <https://www.edgereg.net/er/Registration/StepRegInfo.jsp?ActivityID=40585&StepNumber=1>
- Session 2: Tuesday, June 28, 2022: 9-11 a.m. and 12:30-2:30 p.m. To register: <https://www.edgereg.net/er/Registration/StepRegInfo.jsp?ActivityID=40587&StepNumber=1>
- Session 3: Thursday, June 30, 2022: 9-11 a.m. and 12:30-2:30 p.m. To register: <https://www.edgereg.net/er/Registration/StepRegInfo.jsp?ActivityID=40589&StepNumber=1>



# 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
- Analysis began in February 2022 and is still underway
  - Revised Report Received Week of 5/2/2022
    - **53k Claims Identified**
    - **10,976 No Longer Have a TPL Record on File – Rebatch to begin Week of 6/6/2022 (est. pay period being adjudicated first)**
    - **42,708 – Under Review with MDH for Reprocessing**
    - **Next Steps are being identified/reviewed by Optum and MDH week of 6/9/2022**
- **Update:**
  - 3 “buckets” identified
    - Denied with in 6 months of receipt – No action
    - Denied 6 months to 1 year – Under Review
    - Denied >1 yr - Under review

## • COB Claims Denying for No Auth

- **Claims denying for no auth**
  - Claims to stop denying week of 2/6/22
    - Complete
- **Reprocessing is underway**
  - Expected Completion 4/30/2022
  - 17k Claims
    - 100% Complete as of 5/11
    - Validation Report has been requested as of 5/11
      - 600 additional Claims Identified. Reprocessing completed 5/20
      - Expecting another report for final validation by 5/27
      - **Project is complete**
  - Claims processed by Optum back to 1/1/2020
    - Including those with DOS in 2019 that were processed by Optum
  - Some may not pay because of other denial reasons, some providers may have submitted a new claim that paid. The no auth claim will be denied as a duplicate.

## • COB Claims Not Pending for Review

- **Claims with OPA declared are not always pending**
  - When no TPL record on file but an OPA Amount is submitted
  - These claims are all now pending as of 2/2022
  - Claims in history that need to be reprocessed as they paid as primary
    - **An estimated 14k Claims Impacted**
      - 514 Providers
      - \$4M POTENTIAL Dollars
    - **Reviewed claims impact revised report with MDH on 5/19/22**
    - **Bulletin to be published week of 5/23**
    - **These claims will result in retraction of over paid dollars**
    - **As of 6/9/22 this is 30% complete and on target for completion by 6/30/22**
- **Claims with an EOB, but no OPA Amount Declared on Claim**
  - **Short- and Long-Term Solution Under Review**
  - **Low claims volume impact expected**

- All claims will be reprocessed. If the participant has Medicare the claims would have been processed as a crossover claim and should not be sent to Optum for processing. Therefore, providers may receive denials for claims as Service Payable by Other Primary Carrier.
- If the provider/participant disagrees that a participant has another carrier, please contact Optum Customer Service. (Please see process previously outlined)

# Eligibility

# Eligibility

- **Adult LTC**
  - Claims have been readjudicated
  - Optum is re-running the report to catch any new claims; for example, if a provider requested a back-dated authorization
- **Child and Adolescent Coverage**
  - A potential solution has been identified and tested
  - An issue was identified during testing which Optum is currently working to resolve
  - Optum is prioritizing the processing of claims for the estimated payment period
- **Unfunded Spans**
  - Optum is currently testing a process to automatically add an open-ended “unfunded“ span to each patient and each new patient added to Incedo
  - The unfunded span acts as a placeholder for service requests and other Incedo actions where an insurance span is a pre-requisite
- **Claims Denying for Eligibility**
  - Optum continues to work on this analysis and to capture all CARC and RARC codes associated (e.g., CO96) to claims denying for eligibility to ensure they are analyzed for potential reprocessing

# Operations Updates

# Operations Updates

- **Phase 3 Interest Payments**
  - For the estimated payments period; January 2020 through August 3, 2020
  - Checks were mailed to providers via USPS during the week of May 23
  - An individualized letter and a claims report were delivered to providers' Incedo Download folders
- **PRP Authorization Span Errors**
  - Optum fixed the issue of 7-month spans that were given for 6 units (fix effective June 6, 2022)
  - Authorizations may be end-dated before the end of the sixth month
    - Optum is entering the correct end-dates on a nightly basis, without any provider action required
- **Outpatient (auto-approved) Authorizations**
  - An issue that was causing these authorizations to display as "In process" has now been fixed
  - If you see these type of authorizations with an "In process" status (beyond one hour), please contact Optum Maryland customer service at 1-800-888-1965
- **Reconciliation Emails**
  - Please ensure that all reconciliation related correspondence is routed to [Maryland.provpymt@optum.com](mailto:Maryland.provpymt@optum.com) versus individual reconciliation manager email addresses.

## Operations Updates

- 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, July 8, 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](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