



Maryland Provider Council Meeting

October 8, 2021

Hosted by Optum Maryland



Agenda

- 1 Welcome and Opening Comments
- 2 Maryland Department of Health Updates
- 3 Reconciliation Update
- 4 Release of Negative Balance 835s
- 5 Operations Updates
- 6 Provider Questions

Maryland Department of Health Updates

Maryland Department of Health Updates

Providers are encouraged to:

- Complete the latest vaccination survey – see [provider alert](#) dated September 27
- Complete the Quality Measurement Survey – see [provider alert](#) dated September 30
- Complete the most recent COVID-19 Survey – see [provider alert](#) dated October 7

Reconciliation Update

MARYLAND DEPARTMENT OF HEALTH

Reconciliation Update - Optum Provider Council

Friday, October 8, 2021

Timeline

- Letter from Secretary Schrader on 10/4
- 835 and PRA rollout to be completed 10/24
- Recoupment will begin with notice of balance due on or after 12/1 – We will of course continue to recognize providers' limited right even after that date to submit corrected claims per COMAR 10.09.36.06 within sixty days of claim rejection or PRA/835 action. The great majority of claims should be fully adjudicated by then. We plan to initiate recoupment on these, even while a few claims remain under further investigation.

Goals of Recoupment

MDH directed Optum Maryland to implement weekly estimated payments as a tool to reimburse providers for services rendered that cannot be consistently processed in the IPP platform.

- Transparency
- Equity – basic relief for qualifying providers
- Accuracy
- Responsiveness – Acknowledgement of receipt of inquiry / complaint
- Timeliness
- Reasonable
 - ✓ Estimated payments were a lifeline for many providers during low utilization periods of the Covid lockdown.
 - ✓ Simple payment plan options.

Forgiveness Program

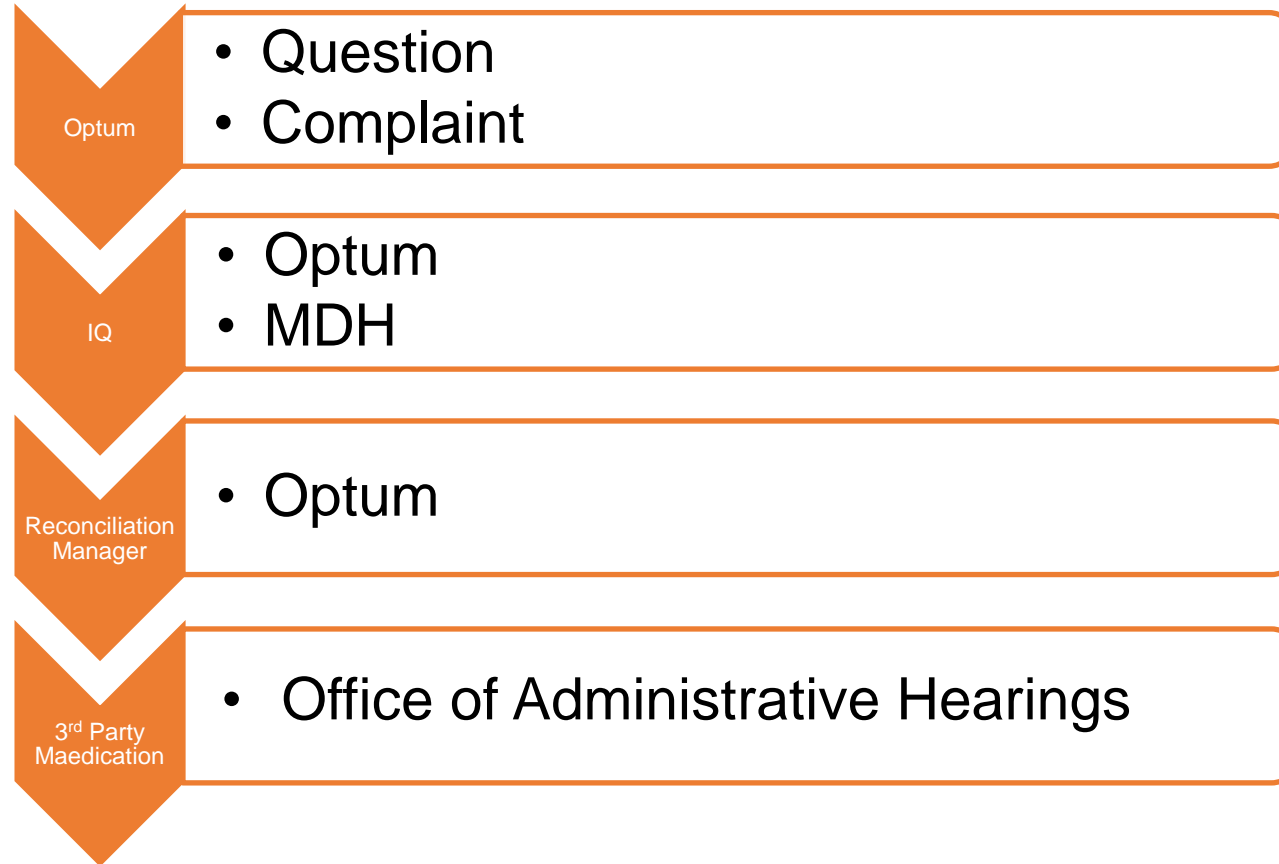
- **Complete Forgiveness of ALL amounts up to \$10,000.**
 - For providers with outstanding or fully paid balances of between \$10,001 and \$50,000, we will engage the provider community and will evaluate providing additional relief.
- **Exceptions:**
 - Hospitals
 - Laboratories
 - Out of State Providers
 - Non BH Providers
 - Providers who have not submitted any claims to offset estimated claims paid
- **Further Consideration being considered for:**
 - Providers who have already paid in full
 - Providers who owe between \$10,000 and \$50,000

Repayment Plan Options

1. Payment in full of all overpayments due.
2. Payment over 12 months interest free.
3. Offset overpayments with current claims submitted over 12 months, with final payment at the end of 12 months.

Escalation Process

Process can be resolved at any level



Provider Questions

Release of Historical Negative Balance 835s

Release of Historical Negative Balance 835s

Stage 2 – Pilot provider verification

Timeline:



Release of Historical Negative Balance 835s

Highlights:

- Release of negative balance 835s piloted with a group of five providers in September
 - Three providers received 835s as planned
 - Two providers experienced short delays in receiving the 835s
 - Causes of these delays identified and accounted for in release to all providers
- Phase 2 of the pilot demonstrated the retraction of a given amount from a provider as anticipated

Release of Historical Negative Balance 835s

Provider feedback from the pilot:

- All pilot providers indicated that the release of the 835s/ PRAs was a significant improvement. They were able to apply their 835s within their AR platforms
- There were a number of questions around reprocessed 2019 claims
 - Third Party Liability (TPL): Optum is looking into TPL questions from the pilot providers
- Provider-specific issues were encountered and researched. Optum is working to avoid similar issues in the release to all providers

Release of Historical Negative Balance 835s

- Beginning the week of October 4th, providers will start to receive historical PRAs/835s through PaySpan. Due to the large volume, they will be released steadily over a three-week period. Providers will receive their historical PRA/835 within this three-week period
 - **For some providers, this historical PRA/835 will contain a very high volume of claim lines**
- These PRAs/835s will include information regarding negative balances related to retractions, recoupments, and payment adjustments processed by Optum from January 1, 2020 forward.
 - This may also include claims with dates of service in 2019 that were processed or adjusted by Optum
 - Claims that have been held and applied to these negative balances will also be included
- On receipt of this 835/PRA, providers should carefully review the information and process the reports using their usual methods. The information in the PRA/835 will provide the calculated negative balance for the individual provider, if applicable
- No further provider action is required at this time. Optum will communicate further about negative balances in October

Operations Updates

Operations Updates

- An [Estimated Payments Recoupment](#) webpage is now live on the Optum Maryland website
 - This page will be updated with information on an ongoing basis
- Updates to Clinical Authorization Forms – [Provider Alert](#) posted September 29
- An [Outpatient Authorization FAQ](#) document has been posted to the Optum Maryland website

Operations Updates

Reminders

- Providers are reminded to retrieve/use client-level COVID-19 vaccine status data from the IPP in your vaccination outreach efforts. Optum has added Provider trainings on this subject - a provider alert is pending release.

Thursday, October 14

11-11:30 a.m., EDT

To Register, Click [Here](#)

Monday, October 18

11:30a.m.-12 p.m., EDT

To Register, Click [Here](#)

Wednesday, October 20

1-1:30 p.m., EDT

To Register, Click [Here](#)

- Reminder to providers to get MCO ROI forms signed again
 - ROI forms expire after 12 months
 - Have impact on patient care
 - An effort is underway to update the ROI requirements based on changes to 42 CFR Part 2.
 - Providers should continue to use the current form from the Optum Maryland website until an update is released

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, November 12, 2021**
- 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

