



# Maryland Provider Council Meeting

December 9, 2022  
Hosted by Optum Maryland

# Agenda

- 1 Welcome
- 2 MDH Updates
- 3 TPL/COB Processing and Reprocessing
- 4 Incedo Provider Portal Updates
- 5 Operations Updates
- 6 Provider Questions

# MDH Updates



# Public Health Emergency Planning Activities

**Maryland Department of Health, Office of Health Care Financing**

**Alyssa Brown, Director of Innovation, Research, and Development**



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# Public Health Emergency Unwinding

# Public Health Emergency (PHE) Unwinding Overview

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- The U.S. Department of Health and Human Services (HHS) announced on October 13, 2022 that the PHE would be renewed for another 90-day cycle. This announcement extends the PHE to January 11, 2023.
  - HHS has committed to providing states with 60-days notice prior to the PHE ending. MDH did **NOT** receive the expected 60-day notice indicating the PHE would end on January 11, 2023.
- **MDH expects the PHE to be renewed again effective January 11, 2023 with an end date of April 11, 2023.**
- Assuming this is the last extension, renewal notices will be sent to Medicaid members beginning in **April 2023** and redeterminations will resume starting **May 2023**.

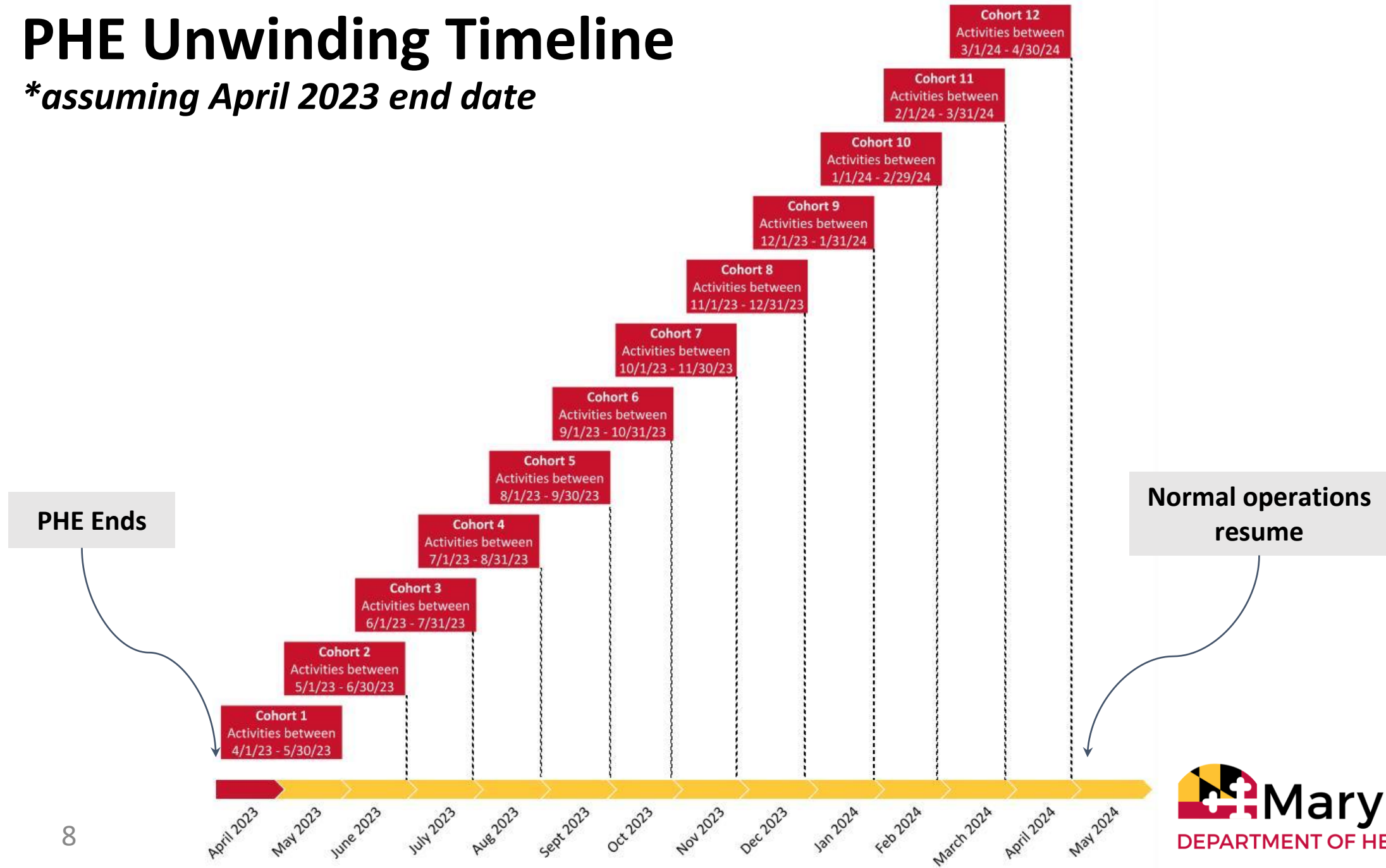
# Key Information for Providers

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- MDH is partnering with essential stakeholders to prepare for outreach efforts as the PHE Unwinding approaches, including:
  - Maryland Medicaid Managed Care Organizations
  - Maryland Health Benefit Exchange
  - Maryland Department of Human Services
  - Chesapeake Regional Information System for our Patients (CRISP)
- **As we approach unwinding, MDH plans to coordinate with Medicaid providers to disseminate targeted outreach to Medicaid members who are at risk of being disenrolled** and direct them to available resources for assistance in updating their contact information and/or completing Medicaid enrollment applications.
- Our communications campaign will include paid media, social media messaging, and other advertising and digital campaigns, in addition to targeted outreach by the MCOs.

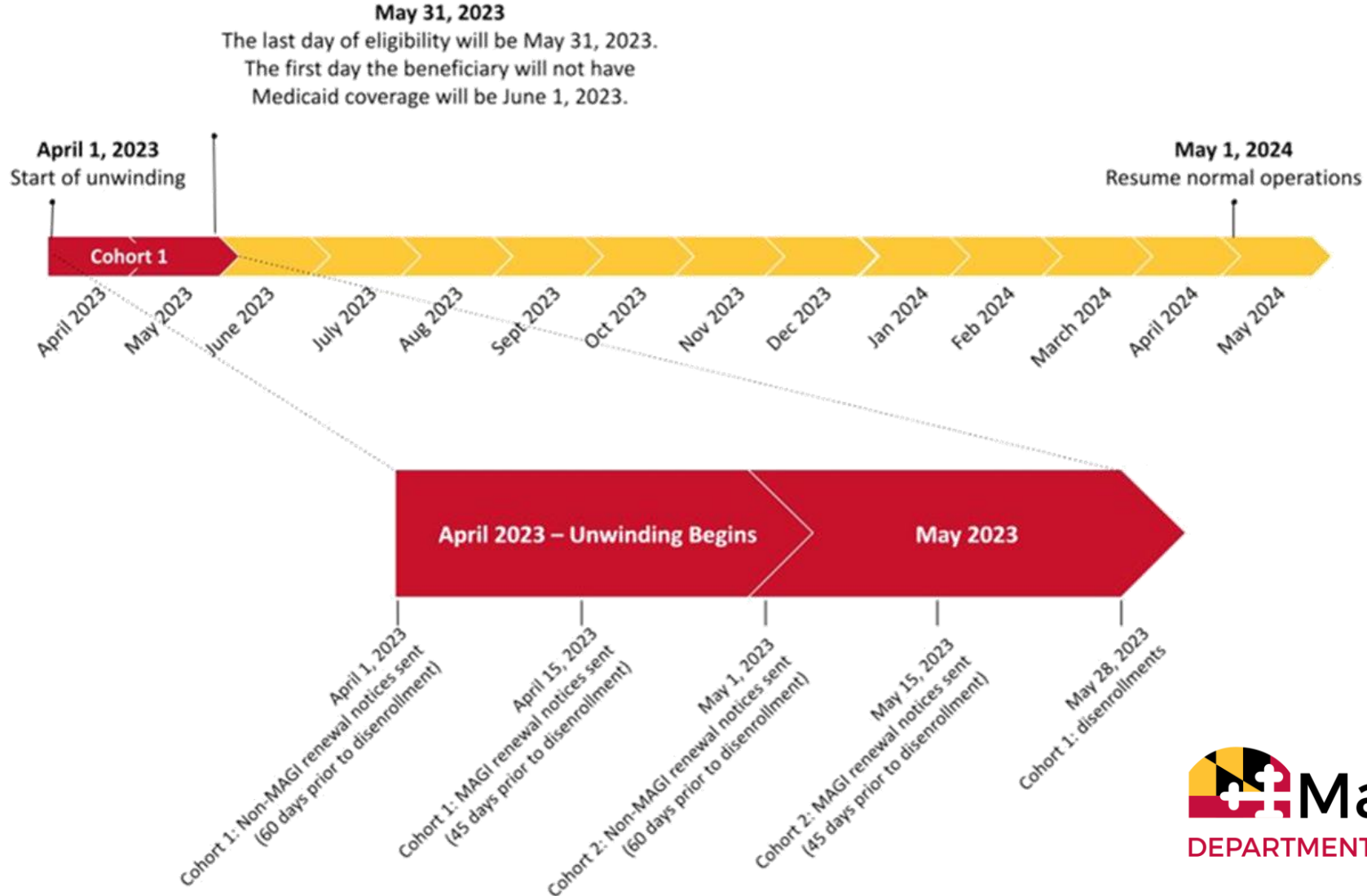
# PHE Unwinding Timeline

*\*assuming April 2023 end date*





# Zoomed In - PHE Unwinding Timeline



# Contact Information

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- For specific eligibility loss issues, please email: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)
- For unwinding-related questions, please contact:

Alyssa Brown

Director, Innovation, Research, & Development  
Office of Health Care Financing

[Alyssa.Brown@maryland.gov](mailto:Alyssa.Brown@maryland.gov)

# MDH and BHA Updates

- Estimated Payment Recoupment
  - The deadline for the extended Estimated Payment Forgiveness program was November 18, 2022.
  - Lump sum payments from providers who selected this option to repay their estimated payment balances were due on December 1, 2022.
  - Letters are due to be sent later this month regarding refunds to providers who paid down their Estimated Payment balance by check or wire transfer to less than \$25,000. If a refund is due, any balance will be applied to all existing State or Medicaid negative balances due first. These letters will be delivered to the Incedo Download folders of affected providers.
- Deaf and Hard of Hearing Virtual Stakeholder Meetings
  - The Policy and Procedures subcommittee of the Behavioral Health Administration will host five regional stakeholder meetings to share information on PBHS services available and to obtain input from stakeholders on how to enhance public behavioral services for individuals who are deaf and hard of hearing in Maryland. [Further information is posted on the homepage of Maryland.optum.com](https://www.maryland.optum.com)

# TPL/COB Processing and Reprocessing

# TPL/COB Processing and Reprocessing

- **2020/2021 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
- **DOS through 12/2022 are complete**
  - **2022 Claims**
    - Processed 347 claims with \$65k
    - Paid on checkwrite 12/1/2022
- **Optum continues to align with MDH and implement processing requirements for the post public health emergency processing of COB claims (See 8/2/2022 provider alert for details).**
  - This will include an update to the COB portion of the handbook and other provider notifications.

- **Important information**

- **See Provider Alert: 9-22-22: New: Process for Electronically Submitting COB Claims with an EOB**
  - Now able to submit EOBs for \$0 pay from another payor through the Portal:
  - When other carrier paid, complete boxes 11d, 9 a and d, and box 29
  - Submit the claim electronically through the portal or 837 process
  - See the provider alert for specific/detailed instructions
- **See Provider Alert: 8-5-22: Issues Impacting Participant Eligibility**
- **Medicare Advantage Plans:**
  - Update guidance will result in the following:
    - Claims submitted to OPTUM will deny for Service Payable by Other Primary Carrier
    - Providers must submit to Medicaid via paper or portal submission
    - Instructions can be found: <https://health.maryland.gov/mmcp/pages/provider-information.aspx>
    - E Medicaid Portal and Instructions: <https://encrypt.emdhealthchoice.org/emedicaid/>
- **MDCR Crossover Claims:**
  - Do not send to Optum
    - These will result in denial of Service Payable by other Primary Carrier
  - Will automatically cross from Optum to MDH for processing
- **Participant disagrees with TPL Record:**
  - Process outline in previous meeting notes

# Incedo Provider Portal Updates

# Incedo Provider Portal Updates

On October 22, 2022, the Incedo Provider Portal was upgraded to version 7. This upgrade triggered a number of issues that impacted users in a number of ways.

- Most of the more critical issues affecting Incedo Provider Portal (IPP) users that arose from the upgrade of Incedo to version 7.2 on October 22 are now considered resolved.
- Additional fixes for several issues that do not directly affect providers' ability to input authorizations will continue to be deployed over the coming weeks – the next deployment is targeted for December 10.
- Optum Maryland will continue to monitor system performance.
- Some providers continue to experience duplicated pended authorizations, a fix for this issue is targeted for release on the December 10 deployment.
- Some providers are reporting system performance slower than optimal levels with authorizations appearing “in process” rather than being approved immediately. These issues are all being addressed aggressively; the “in process” issue automatically resolves itself by the end of the day.
- Providers may also receive authorization denials for “invalid units.” These authorizations are identified and corrected on a nightly basis.
- Some authorizations may be denied for invalid units/frequency when fields on the authorization request are incorrectly auto-populated.

# Operations Updates



# Operations Updates

## Office Closure Over Christmas and New Year

- Optum Maryland offices and call center will be closed on **Monday, December 26** and **Monday, January 2** for the Christmas and New Year Holidays.
- Provider Payments will be made on Thursday, December 29, 2022, and Thursday, January 5, 2023.
- The check-write cut-off for these payments will be 12:00 noon on **Thursday, December 22** and **Thursday, December 29, 2022**.

## Service Disruption

- Providers who submit claims with coordination of benefits (COB) via postal mail are reminded that processes exist to allow direct submission of these claims into the IPP. The processes for submitting COB claims when the other carrier has partially paid, and when the other carrier has paid \$0, are detailed in this [provider alert](#) from September 22, 2022.
- Providers who have submitted appeals, grievances, or complaints by mail or fax are reminded of processes outlined in a [provider alert](#) dated July 19, 2022. Providers are able to submit appeals, grievances, and complaints by contacting Optum Maryland customer services at 1-800-888-1965, even if you have already sent these in by postal mail.

## Delivery of 1099 Tax Forms for 2022

- 1099 tax forms for the year 2022 will be mailed to providers no later than January 31, 2023.

## Operations Updates - Reminders

- 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.
- 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/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html) 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 13, 2023**
- 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