

# Maryland Provider Council Meeting

October 14, 2022  
Hosted by Optum Maryland

# Agenda

- 1 Welcome
- 2 MDH Updates
- 3 Eligibility
- 4 TPL/COB Processing and Reprocessing
- 5 Call Center Quarterly Updates
- 6 Operations Updates
- 7 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**  
**Debbie Ruppert, Executive Director, Office of Eligibility Services**



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# Public Health Emergency Unwinding

# Public Health Emergency (PHE) Unwinding Overview

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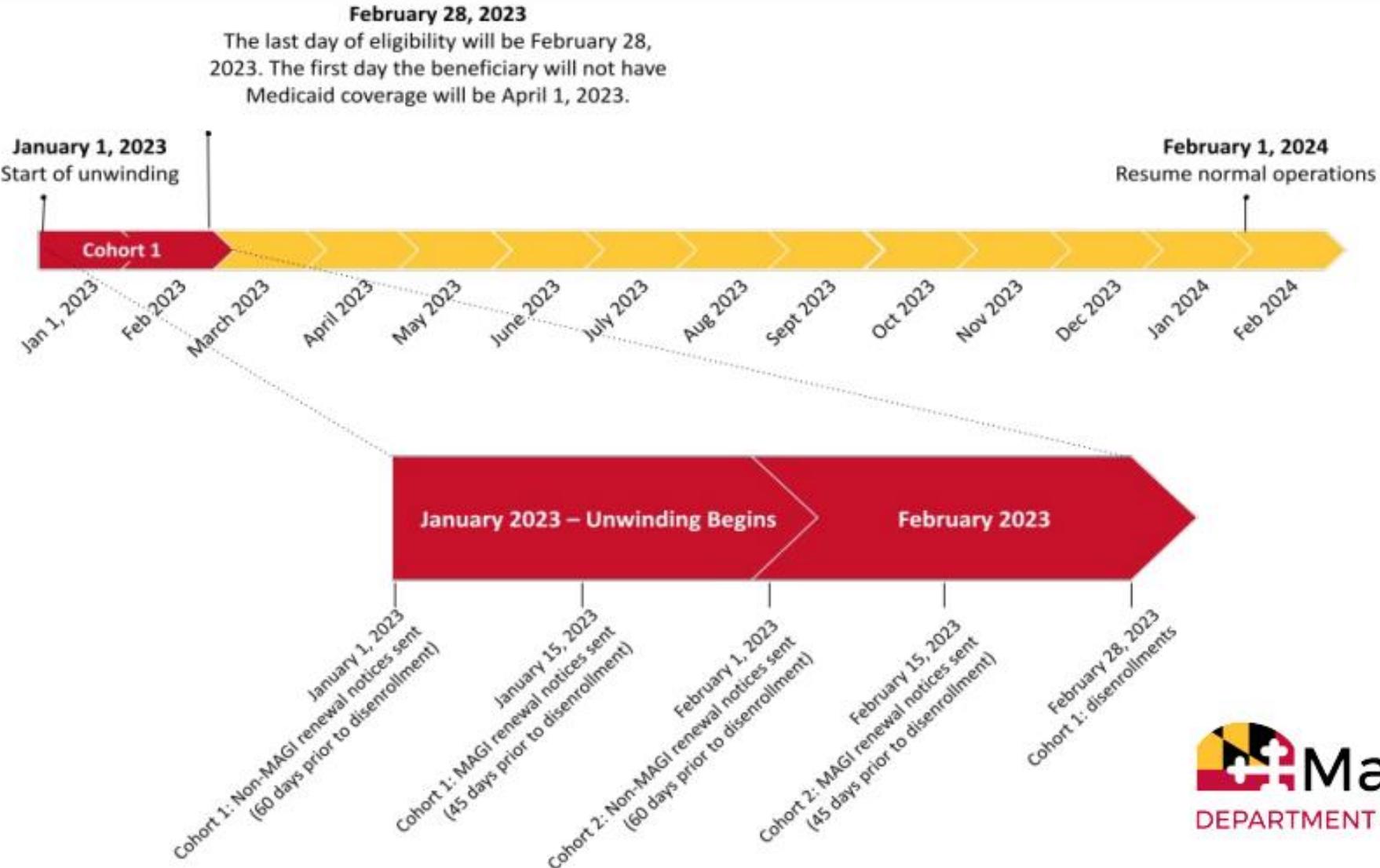
- The U.S. Department of Health and Human Services (HHS) announced on October 13, 2022 that the PHE would be renewed for another 90-day cycle. **MDH expects this will be the last PHE extension. This announcement extends the PHE to January 11, 2023.**
- **Assuming this is the last extension, redeterminations will resume starting February 2023 and renewal notices will be sent to Medicaid members beginning in January 2023.**
- HHS has committed to providing states with 60-days notice prior to the PHE ending.
- Disenrollments during the PHE have been limited due to maintenance of effort requirements.

# 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
- **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



# 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

## State Opioid Response (SOR) Funding

- BHA received funding of \$51 million, for State Opioid Response (SOR) for SAMHSA.
- The BHA will be working with the local behavioral health authorities to begin implementation of the prevention, treatment and recovery services to be funded under the grant.
- The grant began on September 30, 2022.

## COMAR 10.63 Accreditation and Regulations

- Providers can direct questions to [bha.comarquestions@maryland.gov](mailto:bha.comarquestions@maryland.gov).

# TPL/COB Processing and Reprocessing

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- **2020/2021 TPL Claims Paid as Primary then down adjusted** *\*all information is in claim lines not claims\**

- Claims were paid as primary, then retracted based on updated TPL files from MDH loaded to Incedo
- **DOS through 12/31/2020 are complete**
- **2021 Pending a final report**
  - Estimated Volume of 7900 lines
    - Targeting final report by 10/7

- **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

# Eligibility

## Operations Updates - Eligibility

- Long-Term Care (LTC) insurance records in Incedo were updated to reflect the correct admission and discharge dates for the LTC stay on October 12, 2022.
- These participants also have Medicaid/State insurance in Incedo.
  - Please note that community services are not eligible during the time the recipient is in the LTC facility/span.
- All participants who receive an updated LTC span will have all their claims re-evaluated:
  - For claims denying for eligibility reasons, such as “*Member’s coverage not in effect*” - no action is needed from the provider. The claims will be re-processed as part of retro eligibility.
  - For claims denying for authorization reasons, backdating of authorizations has been approved:
    - To submit a back-dating request, please follow the instructions in the [provider alert from February 2, 2022](#) and indicate on the form that the participant did not have eligibility at the time of service.
    - Clinical information will still need to be entered and reviewed for medical necessity before an authorization for clinically reviewed levels of care can be approved.
- There will be no differentiation in re-processing/paying estimated payment dates of service – they will be processed/paid like any other claim.

# Call Center Quarterly Update

# Customer Service Statistics

Customer Service Statistics	Quarter 1 2022			Quarter 2 2022			Quarter 3		
	January	February	March	April	May	June	July	August	September
<b>Total Call Volume</b>	13,977	13,695	17,173	15,413	14,811	14,215	13,672	16,815	15,632
<b>Provider Call Volume</b>	8,547	8,071	10,272	9,410	9,010	8,491	8,410	10,160	9,469
<b>Top 3 Provider Call Trends</b>	Claims Inquiry Auth Status Inquiry Benefit/Eligibility Inquiry								

# Operations Updates

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## Incedo System Upgrade and Full-Day Downtime - October 22

- The Incedo system will be unavailable from 5 a.m.-11:59 p.m. on Saturday October 22<sup>nd</sup> while the Incedo system is being upgraded from version 6 to version 7.
- Please see the [provider alert](#) posted October 13<sup>h</sup> for more details.

## Change to Check-Write Schedule on October 22, 2022

- Due to Incedo upgrade and full day system outage on October 22, the check write will be run one day early on the morning of Saturday, October 22.
- Claims received in the system after noon on Thursday, October 20 may not appear on the October 22 checkwrite.
- Payment will occur as usual on Thursday, October 27, and the check write schedule will return to normal on Sunday, October 30.

## Letters were sent October 11th to providers who did not respond to the Estimated Payment Recoupment Survey.

- These letters were delivered to the "Download" folder in the Incedo Provider Portal. Please look for the file name beginning "EPNoSurveyResponse"

## Service Disruption

- COB claims should be submitted through the Incedo portal when the other carrier has partially paid.
- Optum recently communicated a process for submitting COB claims via Incedo when the other carrier paid \$0. Click [here](#) to view the September 22<sup>nd</sup> provider alert.

# Operations Updates

## Targeted Case Management Authorization Plans

- Adult Uninsured and Child and Adolescent Uninsured authorization plans have been removed.
- Providers serving uninsured individuals should select the appropriate authorization plan that is listed.
- Authorization spans for uninsured individuals are now up to 180 days rather than 90 days.

## Update to PBHS Provider Manual

- A revised version of the Maryland PBHS Manual was posted on September 15<sup>th</sup>. A provider alert with more details can be viewed [here](#).
- As the Provider Manual is a living document, providers can email [omd\\_providerrelations@optum.com](mailto:omd_providerrelations@optum.com) to notify us of wording issues, questions, or change requests for future revisions.
- Additional updates are forthcoming for the remaining PBHS Provider Manuals/appendices.

## F99 and R69 Codes Alert - September 28

- Use of these codes is limited to two uses. Exceeding this usage limit will result in claim denial
- These codes should never be used by PRP providers.
- A provider alert on this subject was posted on September 28, 2022.

## 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) 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 11, 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