

PROVIDER ALERT

NEW: Participant Eligibility Reporting

April 20, 2023

Target Audience: All Behavioral Health Providers

Beginning Wednesday, April 26, 2023, Optum Maryland will begin to deliver a Participant Eligibility Report to providers, weekly via the Incedo Provider Portal.

The Participant Eligibility Report is a weekly report that will detail participants' eligibility for Medicaid, Uninsured, Medicaid Waivers, and any secondary insurances (where applicable), such as Medicare and/or Commercial plans, from the prior 180 days. This information will be broken out by provider, for each participant (sometimes referred to as "recipient") with authorization and/or claim activity in the prior 90 days.

On receiving this report, providers should:

- Use the report to identify participants whose Medicaid re-determination dates are approaching.
 - The provider should discuss the re-determination process with the patient. Please see [this Provider Transmittal](#) and the Maryland Department of Health's [Medicaid Check-in Toolkit](#) for guidance.
- Share the report with their billing department for the most current information in the Incedo system regarding eligibility and any secondary insurance that the individual participant may have.

Please note; Maryland Medicaid's Eligibility Verification System (EVS) remains the "source of truth" for participant Medicaid eligibility and the provider remains responsible for checking EVS to validate participant eligibility.

- Because EVS is updated in "real-time" and the eligibility report is updated weekly, there may be some discrepancy between the two. If this discrepancy persists beyond the next report, please report it to Optum Maryland Customer Services or Provider Relations.

The Participant Eligibility Report will be delivered to all providers who have an Incedo "Download" folder each Wednesday. Please look for the filename beginning: *Recip_Elig.*

- Providers who do not currently have an Incedo “Download” folder will be able to request the Participant Eligibility Report by contacting Optum Maryland customer services at 1-800-888-1965, or by emailing marylandproviderrelations@optum.com.

More detailed information regarding this report can be found in the [Participant Eligibility Report: Quick Reference Guide](#).

- For general questions about the information in this alert, please contact Optum Maryland Customer Service at 1-800-888-1965.
- For questions about participant re-determination dates or how the date is determined, please contact MDH at 1-866-710-1447.

Thank you,

Optum Maryland Team