

PROVIDER ALERT

Discontinuing Authorization Notification Emails

August 3, 2023

Target Audience: Applied Behavior Analysis Providers

Providers are advised that as of September 1, 2023, the Applied Behavior Analysis (ABA) department of Optum Maryland will no longer be sending emails advising ABA providers that service requests have been processed.

The service request status is available in the “Service Request” section of the Incedo Provider Portal (IPP).

- As a reminder, turnaround time (TAT) on service requests is up to 14 days. In order for providers to determine if an authorization has been processed, please refer to the IPP.

Any clinical feedback that needs to be addressed at the next treatment request will now be posted in the IPP as well. To locate any feedback that needs to be addressed at the next treatment request, complete the following steps:

1. Locate the participant in Incedo
2. Navigate to the 'Service Request' area
3. Click on the desired service line
4. Scroll down to the 'Service Request Summary' section
5. Locate the pencil note left by the reviewer (see example below)

Service Request Summary		
ID: [REDACTED]	Request Type: Pre-cert	Priority: Standard
SRA #: [REDACTED]	Submission Date/Time: 6/30/2023 11:19:00 AM	Treatment Setting:
Authorization Plan: ABA-Assessment (60 Days)		
Date	Author	Note
7/28/2023, 12:22:02 PM	Bolechala, Arica (OMD ABA Quality Coordinator)	Authorization approved. No additional information needed at this time.

On August 18, 2023, Optum will begin to leave feedback as described above, while continuing to send out the emails to allow providers time to adjust to this process before fully phasing-out the emails as of September 1, 2023. Optum will, however, continue to reach out to providers as necessary when additional information is needed to process the request.

For any questions related to this Provider Alert, please contact Optum Maryland at ombhaba@optum.com.

Thank you,

Optum Maryland Team