

PROVIDER ALERT

Temporary Measures to Facilitate Authorizations

December 17, 2021

**Target Audience: Residential Crisis, Supported Employment,
Uninsured Eligibility Exceptions**

Issue

The security incident that recently occurred involving the Maryland Department of Health (MDH) information technology systems necessitated taking MDH servers offline. At this time, there is no evidence that any data was compromised. IT and Cybersecurity teams continue to focus on gaining full visibility into the affected network infrastructure. They are simultaneously working to bring more systems back online. There are no timelines on when individual or main systems will be operational.

Provider Action Required

Providers should follow the strategies below to ensure that services continue without interruption in areas in which systems have not yet been restarted. The overriding principle should be that participants receive clinically appropriate services.

Residential Crisis Services (RCS)

Initial authorization reviews will continue to be performed by Optum as is the current practice. Until this situation is fully resolved, concurrent authorizations will be routed to Optum for review and approval rather than through the LBHA/CSA .

Supported Employment (SE)

All SE authorization requests should be entered into the Optum Incedo Provider Portal (IPP) as is the case currently. Optum will refer requests to a dedicated BHA team that will review requests and grant authorizations as appropriate.

Uninsured Eligibility Exceptions

Uninsured eligibility exceptions, inclusive of requests for funding approval for individuals with undocumented status, will be handled directly by Optum staff, who will reach out to the LBHA/CSA/LAA by telephone to obtain clearance and will then enter the eligibility status directly into the IPP.

Residential Rehabilitation Programs

Residential Rehabilitation Application packets may in some cases not be available from LBHA/CSAs, in which case local authorities and individual providers will need to make arrangements for faxing or physical collection of the material. If Certificate of Determination (COD) documents are unavailable, this should be noted in the package submitted by the provider, and the LBHA/CSA will call the COD approval into Optum.

Please direct questions regarding technical assistance and intervention to respective LBHAs/CSAs who will coordinate with relevant BHA staff, as needed.

Thank you,

Optum Maryland Team