

PROVIDER ALERT

New Incedo Reporting Functionality for Release of Information Forms

February 22, 2023

Target Audience: All Behavioral Health Providers

Clarifying edits were made to this alert on 3.2.23

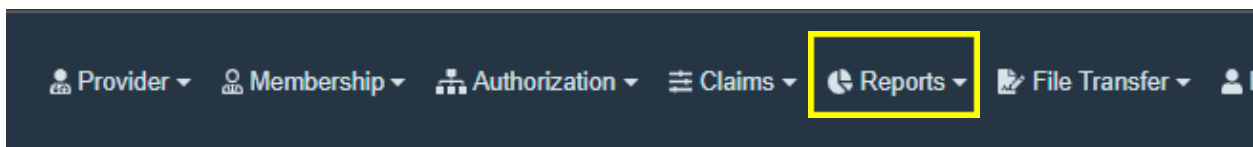
Participant outcomes can be significantly improved by ensuring that there is good communication between Managed Care Organizations (MCO's) and the specialty providers in the Public Behavioral Health system. All providers are strongly encouraged to do everything they can to maximize the number of participants who sign Release of Information (ROI) authorizations allowing for this interchange of information.

On March 6, 2023, a new reporting functionality will become available in the Incedo Provider Portal (IPP) to assist providers with obtaining Release of Information (ROI) forms which support coordination of care between providers and the individual's Managed Care Organization (MCO). Individuals who sign the ROI may opt out of sharing information anytime, but Providers need to present the form every 12 months to individuals in care to enable sharing of health information specific to SUD treatment with the individual's MCO for care coordination.

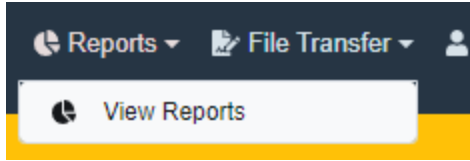
This new reporting functionality gives providers a tool to identify which of their participants have a signed ROI form on file and when the ROI is due to expire, to indicate when the provider must obtain an updated ROI.

To access this reporting function, please follow the steps outlined below:

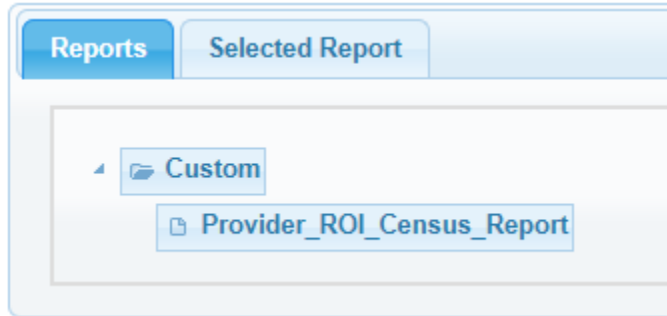
Click the new **"Reports"** option in the Incedo navigation bar:



Click **"View Reports"**



Select **“Provider ROI Census Report”**

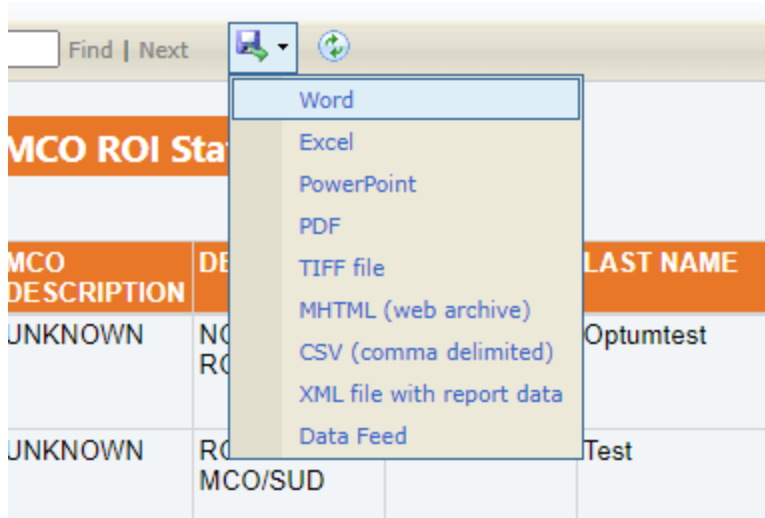


The “MCO ROI Status Report” lists all participants with open, active authorizations and indicates whether or not each participant has a signed MCO ROI and provides the Start and End Date of the release. The information in this report is updated in “real time” so providers will see the most accurate data for each participant.

Optum **Provider Report - MCO ROI Status**

PROV ID	PROV NAME	LOC CATEGORY	MCO DESCRIPTION	DESIGNATOR	PATIENT ID	LAST NAME	FIRST NAME	SITE ID	START DATE	END DATE
12345	Sample Provider	MH	UNKNOWN	ROI - MCO/SUD	3028017	Test	Happy	3427	1/1/2023	1/1/2024

By clicking the “Export” (disk) icon, the provider can select from a number of different formats to export and save the report.



Additionally, to capture ROI information for participants, a new question has been added to the Data Capture Form. The question is titled “**MCO SUD ROI Information**” and asks the provider whether the form was presented to the participant and whether the participant signed the form with or without limitations. Providers are required to complete this information field for all data capture forms.

MCO SUD ROI Information

In order to improve coordination of care for all consumers, SUD providers are reminded to ensure that participants have had the opportunity to sign the Managed Care Organization Substance Use Disorder Release of Information (MCO SUD ROI) form that allows Optum to share with their MCO and primary care provider the fact that they are receiving SUD treatment.

Please choose from one of the options below in order to proceed.*

Options of responses may be selected from the drop-down:

Please choose from one of the options below in order to proceed.*

- MH Service Request. MCO SUD ROI does not apply.
- Consumer already has a current, signed MCO SUD ROI.
- MCO SUD ROI signed with no limitations.
- MCO SUD ROI signed with limitations.
- Consumer declined to sign MCO SUD ROI.
- Provider DID NOT present the MCO SUD ROI.

Selecting either “**MCO SUD ROI signed with no limitations**” or “**MCO SUD ROI signed with limitations**” will result in an additional required field: “**Date that SUD MCO ROI was Signed.**”

Please choose from one of the options below in order to proceed.*

MCO SUD ROI signed with no limitations. ▼

Date That SUD MCO ROI was Signed*

If the consumer signed the SUD MCO ROI with limitations, the provider must immediately upload that document to Optum.

Please choose from one of the options below in order to proceed.*

MCO SUD ROI signed with limitations. ▼

Date That SUD MCO ROI was Signed*

*NOTE: If the participant signed the MCO SUD ROI with limitations, the provider must upload the document to Optum as soon as possible.

If you have questions about the information included in this alert, please contact Optum Maryland Customer Service on 1-800-888-1965.

Thank you,

Optum Maryland Team