

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

March 17, 2022

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from March 11 to March 17.

Target Audience: All Behavioral Health Providers

- 03-16-22: [New Gambling Authorization Plans Effective March 21, 2022](#)
- 03-16-22: [Deputy Secretary Behavioral Health Monthly Updates: March](#)*
- 03-16-22: [March BHA Letter from Dr. Aliya Jones](#)*

**Some referenced events and dates may be out-of-date as these communications were emailed to BHA partners on March 10, 2022.*

Training Opportunities

Training opportunities are posted to the monthly Provider Training Calendar on maryland.optum.com. Please see below for upcoming training opportunities.

ABA Provider – For Providers making service requests for ABA treatment on behalf of Maryland participants in the Incedo portal.

Tuesday, March 22, 10-11:30 a.m., EDT

To Register, [Click Here](#)

Maryland (MD) Recovery Net – For Providers making service requests and submitting claims on behalf of Maryland participants in the Incedo portal. Includes demonstration of authorization entry, Uninsured Eligibility, and claim submission for MD Recovery Net participants.

Tuesday, March 22, 2-4 p.m., EDT

To Register, [Click Here](#)

News and Reminders

1. Providers who have a State negative balance of \$500 or more and disagree with their reported negative balance must respond to Optum with their disagreement by **March**

31, 2022.

2. As of March 16, Optum MD and MDH have not heard from any of the providers who had been resent the *Notice of Recoupment of Retro Eligibility and Overpayments* letter and the deadline for responses was end of day on March 16.

3. Claim Lifecycle Reports are now being delivered to all providers. Please continue to check your Download folder within Incedo regularly so you do not miss the delivery of this report.

4. Optum MD would like to remind providers of the following points regarding authorization requests:

a. Authorizations for fewer units/shorter timeframe than requested

- Authorization parameters set by MDH and defaulted to in Incedo indicate the *maximum* number of units and span that Optum may authorize, but they may authorize fewer units and/or a shorter span for a variety of reasons.
- This is often done when an authorization request is inadequate to justify the maximum or for other reasons, but may be done for other reasons as well.
- **It is imperative that providers keep track of authorization end dates and units so concurrent reviews are submitted on time.**
- This should be done when verifying that an authorization has been approved. Exporting all open approved authorizations may also help with tracking of end dates and units. Instructions can be found [here](#).

b. Changing start date means changing end date

- When an authorization correction request is received asking for the start date of an authorization to be changed, the end date of that authorization will also be changed so that the number of units and total days spanned remain the same.
 - E.g., if an authorization for OP is entered and approved for 1/5 – 7/3 and a request is submitted to modify the start date of that authorization to be 1/3, the end date of the authorization will change to 7/1, keeping the overall span the same number of days.

c. Concurrent Authorization requests for Inpatient and Residential Levels of Care

- Please be careful to start concurrent authorizations on the day following the end of the previous authorization so that no dates of service are missed.
- In many cases, providers are missing dates of service in between requests and those dates of service will not be covered.
 - E.g., if you are authorized 3 days of inpatient treatment from 2/3 – 2/5, the concurrent authorization must be started on

2/6. If the start date of the concurrent authorization is entered as 2/7, 2/6 will be an uncovered day.

5. Notice of Funding Availability (NOFA) Contingency Management Initiative (CMI). Please [click here](#) to view details.

6. A crosswalk of Incedo and CARC Denial Codes and Descriptions is now posted to the Optum MD website, [here](#).

The next Bulletin will be sent during the week of March 21.

Thank you,

Optum Maryland Team