

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

March 24, 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 18 to March 24.

Target Audience: All Behavioral Health Providers

- 3.24.22: [Incedo System Downtime - March 26, 2022](#)

Training Opportunities

The BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve. Learn more about upcoming webinars on the [BHA website](#) or [access this flyer](#).

News and Reminders

1. New PRP First Adult Concurrent Authorization Plan:

- Effective March 25, 2022, a new authorization plan, **Psychiatric Rehabilitation Program (PRP) 1st Adult Concurrent Request** should be chosen when requesting the first concurrent authorization after the initial two months have been utilized.
- This new authorization plan is attached to a shorter, simplified form specific to *Adult PRP 1st Concurrent* requests and therefore should save providers time in submitting these requests.
- As always, Individual Rehabilitation Plans (IRP) must be attached to all concurrent reviews and the DLA-20 must be completed in Incedo. If providers are indicating that the participant has a Category A diagnosis and SSI/SSDI, appropriate documentation for SSI/SSDI must be attached. See the [PRP Frequently Asked Questions](#) for further information on acceptable documentation of SSI/SSDI.

2. Changes to the Uninsured Eligibility form:

- Effective March 29, two updates will be visible on the Uninsured Eligibility form to simplify the process for making uninsured eligibility requests for participants receiving Gambling services.
- A question field will appear at the top of the form to specify if this request is for Gambling services. After answering this question please continue to complete the rest of the form.
- All Exception Criteria questions will be visible and available to answer, regardless of whether a "Yes" or "No" answer was selected on the first question of this section.

3. In February, Optum MD communicated that letters regarding interest payments due to providers would be mailed by February 15, 2022. We are aware that a number of providers did not receive these letters and they will be re-sent via USPS on March 25. Checks will be mailed to providers by March 31.

4. 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**.

5. Claim reductions (i.e., clipping) for providers who have not responded to Optum MD or MDH regarding their negative balance increased to 40% (averaged over 10 months) on the check-write of March 20, 2022.

6. Claim Lifecycle Reports have now been delivered to all providers. Please check your Download folder within Incedo so you do not miss the delivery of this report. To request further copies of the report, please submit your details [here](#).

7. Reminder: ***Update on Autism Spectrum Disorder and Modified Checklist for Autism in Toddlers - Revised (M-CHAT-R) Trainings*** to be held on April 1 and April

8. [Please see full details here](#).

The next Bulletin will be sent during the week of March 28.

Thank you,

Optum Maryland Team