



Maryland Provider Council Meeting

October 11, 2024

Hosted by Optum Maryland

Agenda

- 1 Welcome
- 2 MDH & BHA Updates
- 3 Operations Updates
- 4 ASO Transition Information
- 5 Provider Questions

MDH & BHA Updates

BHA Updates

- BHA has hired a Director of Policy and Planning, Benjamin Chin. Welcome Ben
- new
- The Office of Community Based Access and Support Maryland's Commitment to Veterans would like to announce their new training initiative Training Military Assistance Provider (TMAP) Program. Please click to view the flyer below:
 - [Trained Military Assistance Provider \(TMAP\)](#)
- The Office of Primary Behavioral Health and Early Intervention would like to announce the opening of the Substance Use Disorder Treatment Facility for youth ages 13-21 at Mountain Manor Treatment Centers. Please click to view the flyer below:
 - [Mountain Manor Youth Inpatient Program](#)

Operations Updates

Risks of Using AI in Healthcare Delivery

1. Incorporation of false information in the medical record.
2. Privacy and security
3. Lapses in clinical judgment (licensing boards)
4. Lack of transparency
5. Ethical and legal risks (eg, fraud, False Claims Act)

Examples given on next slide.

EXAMPLES:

PRP: ADLs – *“Participant often experiences difficulties in carrying out domestic duties, including tasks such as food preparation, dishwashing, and laundry. Frequently, he would neglect to allocate sufficient time for meal preparation, leading to the omission of meals. During his visit to the grocery store, he unintentionally overlooked the act of bringing his wallet, leading to an inability to successfully finalize the transaction for the products present in his shopping basket. Furthermore, he saw that on multiple occasions during the process of culinary preparation, he unintentionally incorporated an inaccurate condiment into his dish, resulting in an unsatisfactory flavor.”*

Q: Why is ongoing outpatient treatment not sufficient to address concerns?

A: *“Ongoing outpatient treatment for schizophrenia, indicated by the diagnostic code F20.9, may not always suffice due to varying factors. The severity of symptoms can range widely, with some individuals requiring more intensive care than what outpatient settings can provide. In cases where structured environments are essential for stability or safety concerns arise—such as risks associated with ...”*

G-3) Provide specific concrete examples of THIS participant's impaired function.*

Participant shared, "I feel like a complete failure every day. Last month, I couldn't even bring myself to apply for the financial aid I desperately need. I just sat there staring at the application, thinking, 'What's the point? They'll probably just reject me anyway because I'm useless.'" This self-perception prevented [redacted] from submitting the necessary paperwork, leaving him without the financial support required for his basic needs.

ChatGPT can make mistakes. Check important info.

Strategies to Mitigate the Risks

1. Develop a policy and procedure (governance structure)
2. Educate and train your staff
3. HIPAA BAA
4. Review “Terms of Use”
5. Test and validate the output for accuracy and appropriateness
6. Monitor the documentation
7. Regularly seek updated guidance (malpractice, legal, tech, licensing boards)

Operations Updates

New Bank Account for Provider Payments

- As detailed in the September 5, 2024, [provider alert](#), **effective September 15, 2024**, the Maryland Department of Health will be making provider payments from a new Wells Fargo account.
- The PRA associated with the first payment made to a provider from this account will display an incorrect negative balance amount. This will be corrected the next time a payment is made to the provider.

Provider Audits

- Providers must follow instructions in the original Letter of Determination (LOD) received, from MDH. Claims related to the audit process can be identified by the claim readjudication reason “*Claim Denied per LOD*”
- Those providers who have outstanding audit amounts, a letter and copy of their original LOD have been delivered to their Incedo folder.

Updated ICD-10 Codes

- New diagnosis codes have been added to the ICD-10 lists for Mental Health and Poisoning.
- Please see [this provider alert](#) for details.

Operations Updates

Compliance Alert #3

- Provider Compliance alert #3 was released on October 10, 2024. Please [click here](#) to view this alert in full.

Upcoming Provider Training Opportunities – October 2024

Mobile Crisis Teams – Incedo Provider Portal

Wednesday October 16, 9:30 a.m. – 11:00 a.m., EDT

To register, [click here](#).

The **Carelon Provider Orientation and Training Calendar** for November and December 2024 can be [viewed here](#).

Operations Updates - Reminders

Sending Postal Mail to Optum Maryland

<p>Checks and Financial Correspondence:</p> <p>Optum Maryland P.O. Box 30532 Salt Lake City, UT 84130</p>	<p>Claims, Grievances Complaints and all other NON-FINANCIAL related correspondence:</p> <p>Optum Maryland P.O. Box 30531 Salt Lake City, UT 84130</p>
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- **No correspondence** (including claims, grievances, and appeals) should be sent to the Columbia, MD office. Sending correspondence to this address will cause a delay in response.
- ROIs can be faxed to 855-293-5407 (no other correspondence should be faxed to this number)
- Claim appeals can be faxed to 844-913-0799
- All paper claims should be submitted via PO Box 30531 (given above)

Operations Updates - Reminders

Interest Payments for September 2024

- Interest payments now being sent monthly.
- Checks for the period September 1 – September 30, 2024, will be mailed by October 14, 2024.
- Letters and claim details will be delivered to the Incedo Download folder.

Reconciliation Emails

- Please ensure that all reconciliation-related correspondence is routed to Maryland.provpymt@optum.com and copy individual reconciliation manager email addresses.
- Even if you are communicating directly with a reconciliation manager, please copy Maryland.provpymt@optum.com on all emails.

Issue Reporting Process

- The process for reporting issues and concerns is to first contact the Optum Maryland call center to report an issue. A reference number will be given to you specific to the enquiry.
 - If it is necessary to escalate the issue, the reference number provided by the call center will be required.

Provider Contact Details

- Providers are asked to ensure that their contact information (mailing address, email address, phone number, etc.) is updated/correct in MMIS (via ePREP) for important correspondence.

ASO Transition Information

ASO Transition Information

Carelon Training Opportunities

- The Carelon Provider Orientation and Training Calendar for November and December 2024 can be [viewed here](#).

Carelon Behavioral Health ASO Transition – Provider FAQs

- Please [click here](#) to view Frequently Asked Questions regarding the ASO transition.

Transition Mailbox

- Questions regarding the ASO transition should be directed to MDHtransitionsupport@carelon.com

Provider Questions

Provider Council Information

Slide decks from previous meetings can be found on [Maryland.Optum.com](https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html) at the following link:
<https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html>

- **The next Provider Council meeting will be held on Friday, November 8, 2024**
- Meeting reminders will be sent at the beginning of the month.

Frequently Used Phone Numbers and Email Addresses

Maryland Public Behavioral Health System 1-800-888-1965

- Option 1 Participants
- Option 2 Providers

Maryland Provider Relations - marylandproviderrelations@optum.com

Token and Incedo Provider Portal Registration questions - omd_providerregistration@optum.com (Please note the underscore in this email address: “omd_providerregistration...”)

Maryland Provider Payments - maryland.provpymt@optum.com

Maryland EDI Team – omd_edisupport@optum.com (please note the underscore in this email address: “omd_edisupport...”)

To register for Provider Alerts - marylandproviderrelations@optum.com

Questions regarding the ASO transition should be directed to MDHtransitionsupport@carelon.com

Thank you

Appendix Items



MDH Behavioral Health Administration

State Opioid Response Grant Newsletter

FALL 2023

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Introduction

The purpose of this newsletter is to provide you with valuable information and resources from the Behavioral Health Administration (BHA) about the Maryland State Opioid Response Grant (SOR) projects and updates about our accomplishments. SOR projects play a critical role in combating the overdose crisis that is impacting the lives of many Marylanders. Read up on the latest developments, current events, webinars, trainings, and success stories associated with SOR. This grant is funded by Substance Abuse and Mental Health Services Administration (SAMHSA) and provides support for Prevention, Treatment, and Recovery services in Maryland with the goal of decreasing overdose from opioids and stimulants through initiatives that provide needed services to fight the overdose crisis.

Welcome Deputy Secretary Alyssa Lord

Alyssa Lord is the new Deputy Secretary for Behavioral Health at the Maryland Department of Health (MDH). She brings more than 20 years of experience in community and population health. Ms. Lord has focused her efforts on working collaboratively across local, city, state, and federal entities to improve the health outcomes across the lifespan.

Prior to joining MDH, Ms. Lord served in a number of leadership positions that combined direct service, advocacy, policy, and strategy in New York and New Jersey. Most recently she was Vice President, Healthcare Strategy at a large (\$120 million+) housing, healthcare, and workforce development nonprofit where she was responsible for setting the vision for healthcare, behavioral health, and substance use services for homeless and unstably housed New Yorkers. In previous positions she led the implementation of care coordination services for clinically, behaviorally and socially complex Medicaid, dually enrolled, and special needs plans beneficiaries. She was also responsible for establishing a university-community partnership in West Philadelphia that led to the implementation of a school-based health center/federally qualified health center and the development of an innovative health careers curriculum for middle and high school students. Ms. Lord earned Master's degrees from New York University and the London School of Economics.

SOR Briefing for Secretary of Health

On May 1, 2023, under the direction of the BHA executive leadership, the SOR team had the privilege of briefing the new Maryland Department of Health Secretary Laura Herrera Scott, on the history, goals, current initiatives and outcomes of the State Opioid Response Grant in Maryland.

SOR III, Year One Stats

Here are some results of **Maryland's impact on reducing opioid overdoses** through August 31:

 **54,904**


Number of individuals served

 **1,172**

Number of youth served

 **1,908**

Number of individuals who started medication for opioid use disorder

 **78,070**

Number of peer encounters

 **19,073**

Number of individuals receiving care coordination

 **56,967 DOSES**

Number naloxone doses distributed

 **20,054**

Number of individuals trained in naloxone administration

Food Crisis (Averted)



As you may be aware, SAMHSA previously allowed up to \$3/day per participant for the purchase of snacks for individuals participating in SOR funded activities; however, in the SOR III Notice of Funding Opportunity (NOFO), SAMHSA disallowed SOR funds for this purpose. BHA informed its partner organizations of this change and were asked to reallocate the unexpended funds for food to other line items within their budgets.

BHA recognizes that for certain SOR-funded initiatives, food is an essential component of treatment. BHA worked with entities to identify alternative funding sources to fully cover the cost of food that was allocated within their original budget submissions for SOR III.

Government Performance and Results Act

The BHA Applied Research and Evaluation Team will be collecting SOR II No Cost Extension and SOR III Government Performance and Results Act (GPRA) interview submissions until the new vendor is onboarded for SOR III. We have created a [GPRA resource webpage](#) that will serve as a hub for the GPRA data collection and submission process.

GPRA Eligible Programs:

The following SOR-funded programs are required to offer clients participation in the GPRA evaluation:

- Adult Recovery Houses
- Contingency Management
- Crisis Beds (for stays 48 hours or longer)
- Intensive Care Coordination
- Medication Adherence Technology - EMOCHA
- Medication Adherence Technology - Pill Dispensers in OTPs
- Medication Assisted Treatment in Detention Centers
- Young Adult Recovery Housing

Updated GPRA Interview Tool

SAMHSA released an updated GPRA interview tool that must be used for all interviews beginning January 21, 2023. This updated tool has removed questions that were deemed unnecessary and streamlined sections of the data collection process to make it easier for both the interviewer and the client. Please visit the MD GPRA page to access the reporting tool: [GPRA Reporting Webpage](#).

GPRA Interview Submission:

You will now submit all GPRA interviews using Qualtrics instead of RedCAP. The survey site looks different from RedCAP, but functions in much of the same way. In Qualtrics you can:

1. Upload a scanned copy of the GPRA Interview Tool
2. Enter the data manually, or
3. Both upload a scanned copy and enter the data manually.

Any of these options are sufficient for submitting completed interviews.

Budget Revisions



This year, we were required to add more detail than ever to our SOR III budget justifications for each initiative that is funded through this grant. Moving forward, budget line items — such as purchase of care, travel, advertising, other supplies and human services contracts — will need to be accompanied by a justification and unit cost breakdown.

SAMHSA site Visit 2023

Day 1 **Presentation to SAMHSA**

Day 2 **Visit to Gaudenzia
Visit to Baltimore Harm
Reduction Coalition**

The SAMHSA site visit conducted July 20-21, 2023 for the Maryland State Opioid Response (SOR) 2020 No Cost Extension (NCE) and SOR 2022 was a success! The SOR team and other BHA program staff presented an overview of the Maryland opioid crisis and challenges, along with a summary of all the SOR program initiatives. The SAMHSA Grants Projects Officers led a question and answers session with the BHA SOR program leads, visited Gaudenzia's crisis beds and the Baltimore Harm Reduction Coalition where they were able to see first hand the wonderful work our providers are doing for the community. We are grateful for the BHA program leads, our providers, and the Opioid Operational Command Center for making this possible.

In the Spotlight

Electronic Mobile Comprehensive Health Application

Electronic Mobile Comprehensive Health Application (EMOCHA) is a medication adherence application that delivers a digital form of Directly Observed Therapy, a practice used by public health departments across the country for over 40 years. In this model, a healthcare worker virtually observes a patient taking every dose of their medication through the application on a phone or laptop and supports the patient in addressing social and behavioral adherence barriers. Behavioral Health System Baltimore successfully implemented the EMOCHA project at the University of Maryland School of Medicine through their outpatient treatment services for opioid use disorder.



Maryland Primary Care Program/Medication for Opioid Use Disorder

The Maryland Department of Health/Program Management Office (MDH/PMO) is seeking to provide participating Maryland Primary Care Program (MDPCP) practices with the resources necessary to implement Medication for Opioid Use Disorder (MOUD) services. MDPCP currently has over **530 practices across the state**, including **12 Federally Qualified Healthcare Centers (FHQCs)**. The MDPCP/MOUD program addresses a critical component of Maryland's State Opioid Response Plan to expand access to life-saving medications for treating opioid use disorder, using the Food and Drug Administration-approved drugs that can be prescribed in office-based settings. The MDPCP/MOUD initiative is set to begin implementation in SOR III Year 2 starting September 30, 2023 through September 29, 2024.

SOR Success Story



Ms. KN came to Gaudenzia as a referral from the WARMS center. Ms. KN is a 67-year-old African American woman who is non-ambulatory and has dementia. When Ms. KN came to us she did not have any support from family, friends, or outside agencies (that she could recall). Ms. KN did not have health insurance, identification documents, or funding. Ms. KN came to us initially for substance abuse yet her need for individualized care and assisted living became a priority. Ms. KN now has both Medicare and Medicaid and she is now able to be assessed properly for mental and physical health needs. Ms. KN now has access to the family including her sister and aunts as additional support. Ms. KN was transferred to an assisted living facility and attends meetings daily. Ms. KN was able to regain access to her bank account, bank card, retirement, and SNAP benefits. She is waiting to hear back from SSI regarding disability funding. Ms. KN is well on her way to healthy supportive living with the efforts of Gaudenzia.

Mark Your Calendar


End of Year Progress Report - Due by December 29, 2023!

You can begin to prepare your reports now based on the following:

- Major accomplishments for each of your approved activities (i.e., treatment, recovery support and prevention). Include outcomes data for each activity; and
- Barriers and how you have addressed them. Include any barriers still left to address.

Carryover Funding

SOR III Year One will be due by the end of December 2023
Those funds are not approved until the following year and dispersed in March 2024.



ASKED & ANSWERED: SOR IIIFAQS

▶ Find and review the full
[SOR FAQ document](#)



[Behavioral Health Administration](#)
[55 Wade Avenue](#)
[Vocational Rehabilitation Bldg.](#)
[Catonsville, MD 21228](#)
[410-767-6500](#)
Health.maryland.gov/bha

Requesting Assistance



Contacting us by using the right method will expedite resolution of your issue.

Use of self-service capabilities that are available (training videos, provider alerts) will expedite resolution of your issue

Item	Method to Contact Optum
Authorization Backdating	Instructions can be found in this alert: 3.29.23 Backdating Exception Authorization Request.pdf (optum.com)
Password resets	omd_incedo_admin@optum.com
Training Assistance	Optum Maryland - Provider Training & Education
Claim status	Contact the Call Center at 1-800-888-1965
Authorization Corrections	Instructions for submitting authorization corrections: Changes to Submitting Authorization Corrections-APPROVED.pdf (optum.com)
Optum MD FAX	1-855-293-5407 <ul style="list-style-type: none">Do not fax claims, letters, or forms (other than the ones below) to this fax number.This fax is only used for MCO/DORS Release of information forms. Access the contact us menu on the web site for a description of the intake areas for these items.

- Known Incedo system issues will first be reported on the Incedo dashboard.
- Issues that extend beyond one business day will be posted on the [Optum Maryland website](#).
- Issues affecting log-in to the Incedo portal will be posted on the [Optum Maryland website](#) as soon as they are discovered.

MDH Updates

Audit of Denied Claims

- In a provider alert dated July 17, 2023, the Maryland Department of Health (MDH) announced that a project to audit denials for claims originally received by Optum in CY2020 and CY2021 began on July 1, 2023.
- As a result of this audit, Maryland service providers who billed the Public Behavioral Health System (excluding laboratories and acute care general hospitals) may benefit from this audit of denials.
- Detailed reports will be made available to providers, accompanied by a summary showing the total billed dollars of the denied claims. This information will be delivered to the Incedo Download folder.
- In the next quarter (July-September 2023), providers will need to ensure they have an Incedo “Download” folder to facilitate delivery of this information through the Optum portal.
- If providers have a balance due for estimated payment or other reprocessing projects, including negative balance, those balances will be satisfied first. Any reprocessed claims will yield PRAs so providers will be aware of any benefit from this project.
- Providers who are concerned about 2019 claims that were submitted to the previous Administrative Services Organization (Beacon Health Options), not to Optum, will be informed of a process to dispute these denials in a future provider alert.
- Please see the [July 17](#) provider alert for full details.
- Please send questions to marylandproviderrelations@optum.com

TPL/COB Processing and Reprocessing

TPL/COB Processing and Reprocessing

• 2020/2021 TPL Claims Paid as Primary then down adjusted

- Claims were paid as primary, then retracted based on updated TPL files from MDH loaded to Incedo
- **DOS through 12/2022 are complete**
 - **2022 Claims**
 - Processed 347 claims with \$65k
 - Paid on checkwrite 12/1/2022
- **Optum continues to align with MDH and implement processing requirements for the post public health emergency processing of COB claims (See 8/2/2022 provider alert for details).**
 - This will include an update to the COB portion of the handbook and other provider notifications.

• Important information

- **See Provider Alert: 9-22-22: New: Process for Electronically Submitting COB Claims with an EOB**
 - Now able to submit EOBs for \$0 pay from another payor through the Portal:
 - When other carrier paid, complete boxes 11d, 9 a and d, and box 29
 - Submit the claim electronically through the portal or 837 process
 - See the provider alert for specific/detailed instructions
- **See Provider Alert: 8-5-22: Issues Impacting Participant Eligibility**
- **Medicare Advantage Plans:**
 - Update guidance will result in the following:
 - Claims submitted to OPTUM will deny for Service Payable by Other Primary Carrier
 - Providers must submit to Medicaid via paper or portal submission
 - Instructions can be found: <https://health.maryland.gov/mmcp/pages/provider-information.aspx>
 - E Medicaid Portal and Instructions: <https://encrypt.emdhealthchoice.org/emedicaid/>
- **MDCR Crossover Claims:**
 - Do not send to Optum
 - These will result in denial of Service Payable by other Primary Carrier
 - Will automatically cross from Optum to MDH for processing
- **Participant disagrees with TPL Record:**
 - Process outline in previous meeting notes