

A woman with short white hair, wearing a grey button-down dress, is shaking hands with a woman with dark hair and glasses, wearing a brown blazer over a white and black checkered shirt. They are both smiling. The background is a blurred indoor setting.

# Maryland Behavioral Health ASO Implementation

Go Live: State Wide 1/1/2020

**Thank you so much for joining today! We will  
be getting started momentarily.**

# Introduction to Optum

# UnitedHealth Group structure

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## UNITEDHEALTH GROUP®



### Information and technology-enabled health services:

- Technology solutions
- Pharmacy solutions
- Intelligence and decision support tools
- Health management and interventions
- Administrative and financial services



### Helping people live healthier lives

#### Health care coverage and benefits:

- Employer & Individual
- Medicare & Retirement
- Community & State
- Military & Veterans
- Global

# Who is Optum?

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Optum is a leading health services organization dedicated to making the health system work better for everyone



# Our Optum Culture

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**Our mission** is to help people live healthier lives.

**Our role** is to make health care work for everyone.

**Integrity.**  
**Compassion.**  
**Relationships.**  
**Innovation.**  
**Performance.**

Honor commitments  
Never compromise ethics

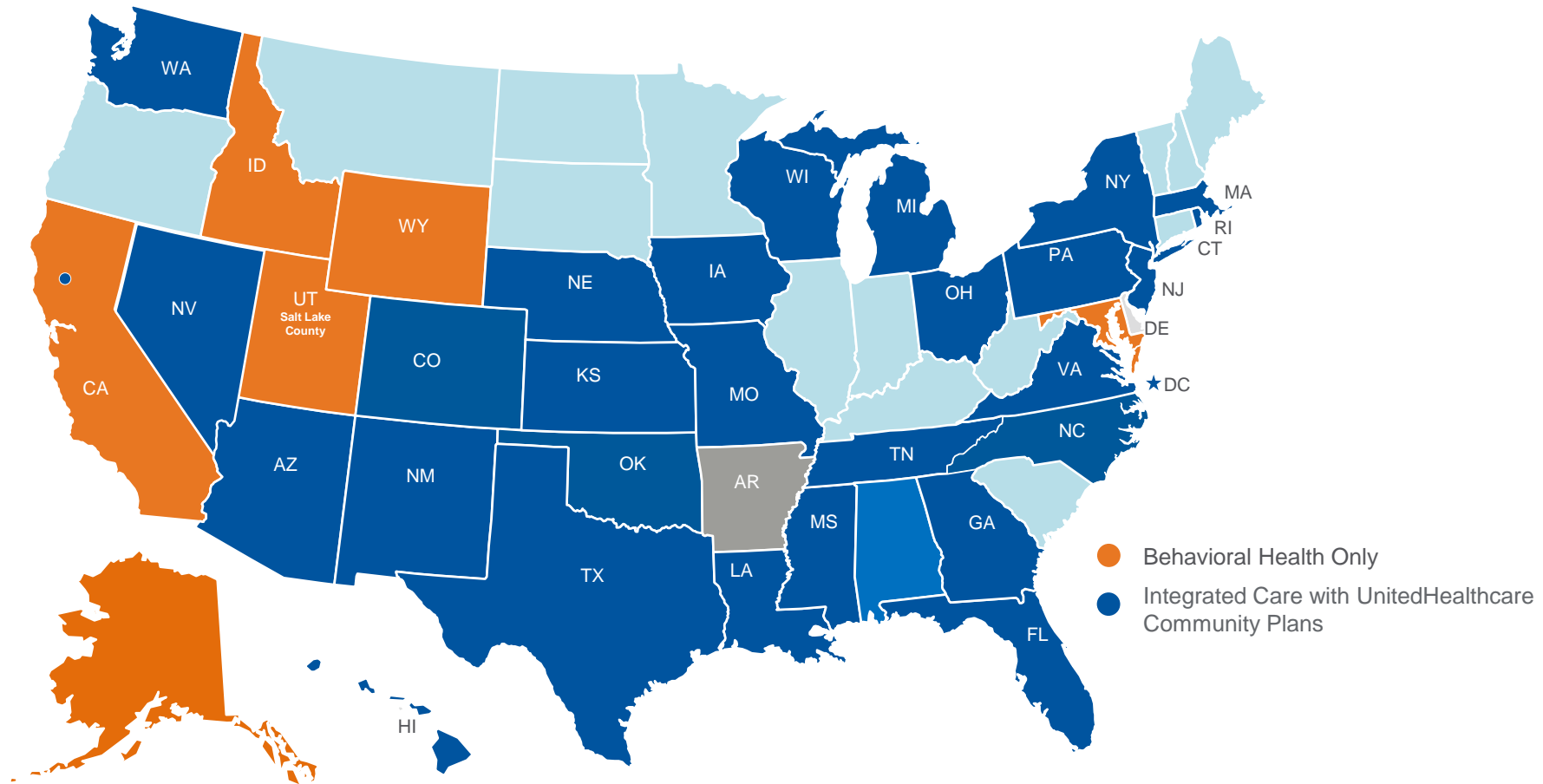
Walk in the shoes of people we serve  
and those with whom we work

Build trust through collaboration

Invent the future, learn from the past

Demonstrate excellence  
in everything we do

# Optum Behavioral Health State and Country Map



# Utilization Management Statement

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Care Management decision-making is based only on the appropriateness of care as defined by:

- Maryland Level of Care Guidelines based on the Code of Maryland Regulations (COMAR)
- American Society of Addiction Medicine (ASAM) Criteria
- Behavioral Health Clinical Policies

Level of Care Guidelines can be found at: [maryland.optum.com](https://maryland.optum.com).

# Key Transition Activities

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- Open authorizations through 12/31/2019 will be transferred from Beacon to Optum for Medicaid, Uninsured, and state funded services
- Claims submitted to Beacon on and prior to 12/29/2019 will be adjudicated for the final payment under Beacon for the first week in January, 2020.
- Providers will receive payment that week just as you do today for adjudicated claims.
- Claims that are not adjudicated for the final payment under Beacon will be migrated to Optum for claims adjudication.
- Optum's first check run is the 2<sup>nd</sup> week of January when providers will receive payment that week just as you do today for adjudicated claims.
- The last date to submit claims to Beacon is 12/29/2019.
- The first date to submit claims to Optum is 12/30/2019.
- Clean claims, with no errors, submitted to Beacon by 12/29/2019 will be included on Beacon's 1/2/2020 check write date.
- Any Mail sent to Beacon after 12/31/2019 will be returned to sender



# Claims Submission Option 1 – Online

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Entry through Provider Connect :

- Secure HIPAA-compliant transaction features streamline the claim submission process
- Allows for single claim entry or for an electronic file of claims
- Allows claims to be paid quickly and accurately

You must have a registered user ID and password to gain access to Provider Connect.

## Claims Submission Option 2 – **EDI/ Electronically**

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Electronic Data Interchange (EDI) is an exchange of information

Performing claim submission electronically offers distinct benefits:

- **It's fast** - eliminates mail and paper processing delays
- **It's convenient** - easy set-up and intuitive process, even for those new to computers
- **It's secure** - data security is higher than with paper-based claims
- **It's efficient** - electronic processing helps catch and reduce pre-submission errors, so more claims auto-adjudicate
- **It's complete** - you get feedback that your claim was received by the payer; provides claim error reports for claims that fail submission
- **It's cost-efficient** - you eliminate mailing costs, the solutions are free or low-cost

# Claims Submission Option 2 – EDI/ Electronically

(continued)

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- You may use any clearinghouse vendor to submit claims
- Payer ID for submitting claims is **OMDBH**
- Additional information regarding EDI 837i and 837p and associated companion guides will be made available no later than 12/16/19

# Claims Submission Option 3 – Paper

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## Use the CMS Form 1500 claim form:

- Claim elements include but are not limited to diagnosis
- Participant name, Participant date of birth, Participant identification number, dates of service, type and duration of service, name of clinician (e.g., individual who actually provided the service), provider credentials, tax ID and NPI numbers
- Paper claims submitted via U.S. Postal Service should be mailed to:

**Optum Maryland**

**P.O. Box 30531**

**Salt Lake City, UT 84130**

- Optum Maryland will accept paper CMS-1500 forms for practitioner/professional services or Uniform Billing (UB)-04 forms for inpatient and outpatient facility claims.

# Electronic Payment & Statements (EPS)

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With EPS, you receive electronic funds transfer (EFT) for claim payments, plus your Provider Remittance Advice (PRA) is delivered online:

- Lessens administrative costs and simplifies bookkeeping
- Reduces reimbursement turnaround time
- Funds are available as soon as they are posted to your account

Instructions to set up the Electronic Funds Transfer (EFT) process will be sent to providers January 2020.

# Claim Tips

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To ensure clean claims remember:

- NPI numbers are always required on all claims
- A complete diagnosis is required on all claims

Claims filing deadline:

- Maryland Department of Health (MDH) allows claims submission of up to 365 days from the date of service

Claims Processing:

- Clean claims, including adjustments, will be adjudicated within 14 days of receipt.

# Claim Tips (continued)

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## Participant Eligibility:

Provider is responsible for verification of participant eligibility through Provider Connect.

Examples of coding Issues related to claims denials:

- Incomplete or missing diagnosis
- Invalid or missing HCPCS/CPT codes and modifiers
- Use of codes that are not covered services
- Required data elements missing, (e.g., number of units)
- Provider information is missing/incorrect
- Required authorization missing
- Units exceed authorization (e.g., 10 inpatient days were authorized, facility billed for 11 days)

# Claim Tips (continued)

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## General Guidelines:

- Provider should include the participant MA number or other participant identifier
- CMS-1500 claim submissions may not span dates. Submit each date of service on a separate line.
- Claims will be denied if the service requires an authorization and an authorization has not been issued.
- Multiple units of the same service code/modifier on the same day must be submitted on ONE claim line.
- Certain provider types require that a Rendering provider must be referenced on the claim. At the time of implementation, those Provider Types (PT) include:
  - Mental Health Groups (PT 27)
  - Physician Groups (PT 20)
  - FQHC (PT 34)
  - ABA (PT AB)



# Provider Resources

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The maryland.optum.com website will go-live on 1/1/2020.

Until the go-live date, you should check the MDH ASO Transition site for frequently updated FAQs and reference guides

<https://mmcp.health.maryland.gov/Pages/Administrative-Service-Organization-Transition-Information-.aspx>

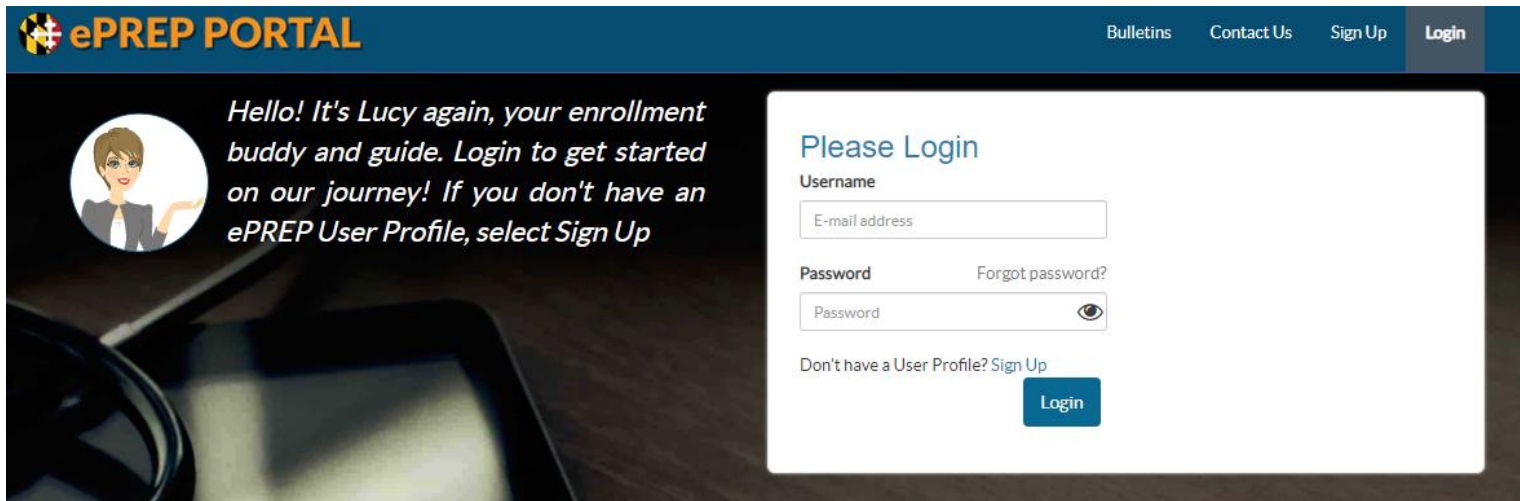
For providers, publicly accessible information located under the Behavioral Health Providers menu includes:

- Maryland Data Initiative
- Provider Information, including reimbursement
- Provider Training & Education
- Provider Alerts
- Provider Manual
- Provider Forms
- Data Capture System

# How to Become a Provider with Optum

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You must sign up for the State's ePREP online provider enrollment and obtain a Medicaid ID.




**ePREP PORTAL**    Bulletins    Contact Us    Sign Up    Login

*Hello! It's Lucy again, your enrollment buddy and guide. Login to get started on our journey! If you don't have an ePREP User Profile, select Sign Up*

**Please Login**

Username  
E-mail address

Password    Forgot password?  
Password    

Don't have a User Profile? [Sign Up](#)

**Login**

For additional resources related to ePREP visit:  
<https://mmcp.health.maryland.gov/Pages/ePREP.aspx>

# How to Become a Provider with Optum

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- Non Medicaid providers do not enroll using ePrep
- Non Medicaid providers must register with Optum in order to submit bills for payment and obtain required authorizations
- MDRN providers enroll by contacting BHA directly
- Maryland problem gambling providers enroll by contacting the U of MD Center of Excellence on Problem Gambling

# Provider Connect

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## Provider Connect secure transactions include:

- Update ancillary provider demographic information (e.g., hours, languages spoken)
- Eligibility inquiry
- Initiate authorization requests
- Electronic claim submission
- [maryland.optum.com](https://maryland.optum.com) > Behavioral Health Providers
- After enrollment at Maryland Medicaid, register with Optum using Provider Connect

# Optum Maryland Provider Connect Portal

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## Provider Connect

Secure transactions for Medicaid include:

- Check eligibility and authorization or notification of benefits requirements
- Submit professional claims and view claim status
- Make claim adjustment requests
- Register for Electronic Payments and Statements (EPS)

# How do providers obtain Provider Connect registration credentials?

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- Providers must complete the Optum Provider Connect Survey that was distributed via provider alert on November 27, 2019
- The Provider Connect Survey will collect provider specific information to be used in our online provider search
- Providers will be unable to register as a Provider Connect user without the required credentials
- Beacon issued user IDs and passwords **will not** be transferred to the Optum Provider Connect System

**Optum Provider Survey Link:**  
**[Optum Maryland Provider Connect Survey](#)**

# Provider Connect Survey Reminders

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- The Optum Provider Connect survey must be completed no later than **December 20, 2019** in order to receive your registration token and Incedo User ID
- Both a token and Incedo User ID are required to log in to the new Provider Connect system
- Google Chrome is the Web Browser supported for the Incedo Provider Connect system. Chrome can be obtained from Google at <https://www.google.com/chrome/>
- Providers will receive one token per Provider Type associated with their tax ID number.
- Failure to complete the survey will delay your Provider Connect registration.

# How will I receive my token and Incedo ID?

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- Registration tokens and Incedo User IDs will be sent only to providers who have completed the Optum Provider Connect Survey
- Registration tokens and Incedo user IDs will be sent to providers at the email address included on their completed survey
- Providers with completed surveys will receive 2 emails.
- The first email will be instructions on how to access the secure email and proceed with registration. ***Read the instructions carefully.***
- The second, secure email will include **both the Incedo Unique ID and the tokens.** Accessing the secure emails may require the additional steps outlined in the instructions in the first email.
- Email distribution of registration tokens and Incedo User IDs will occur between 12/10/19 and 12/16/19
- Both pieces of information are needed to complete the Provider Connect registration process.



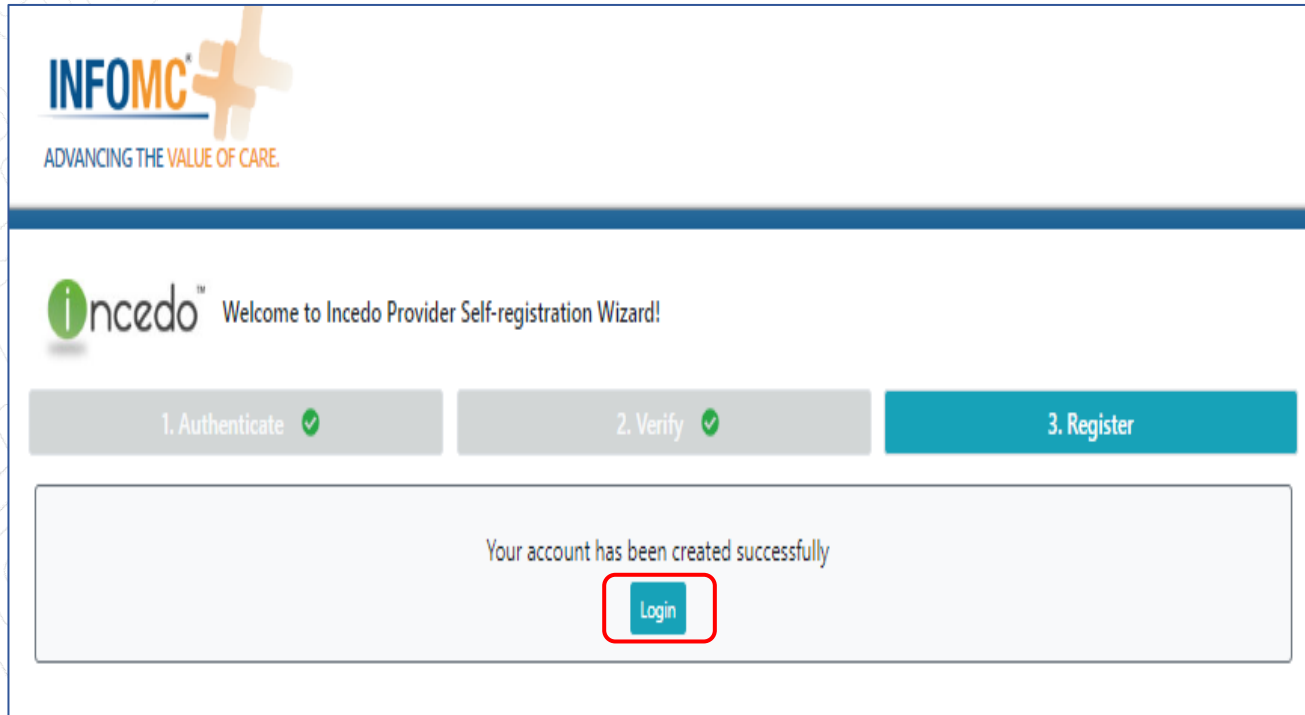
# Provider Self-registration Summary

## What does provider self-registration do?

- Allows the provider admin to self-register for the provider portal account
- Allows the admin user to manage other user accounts within their organization

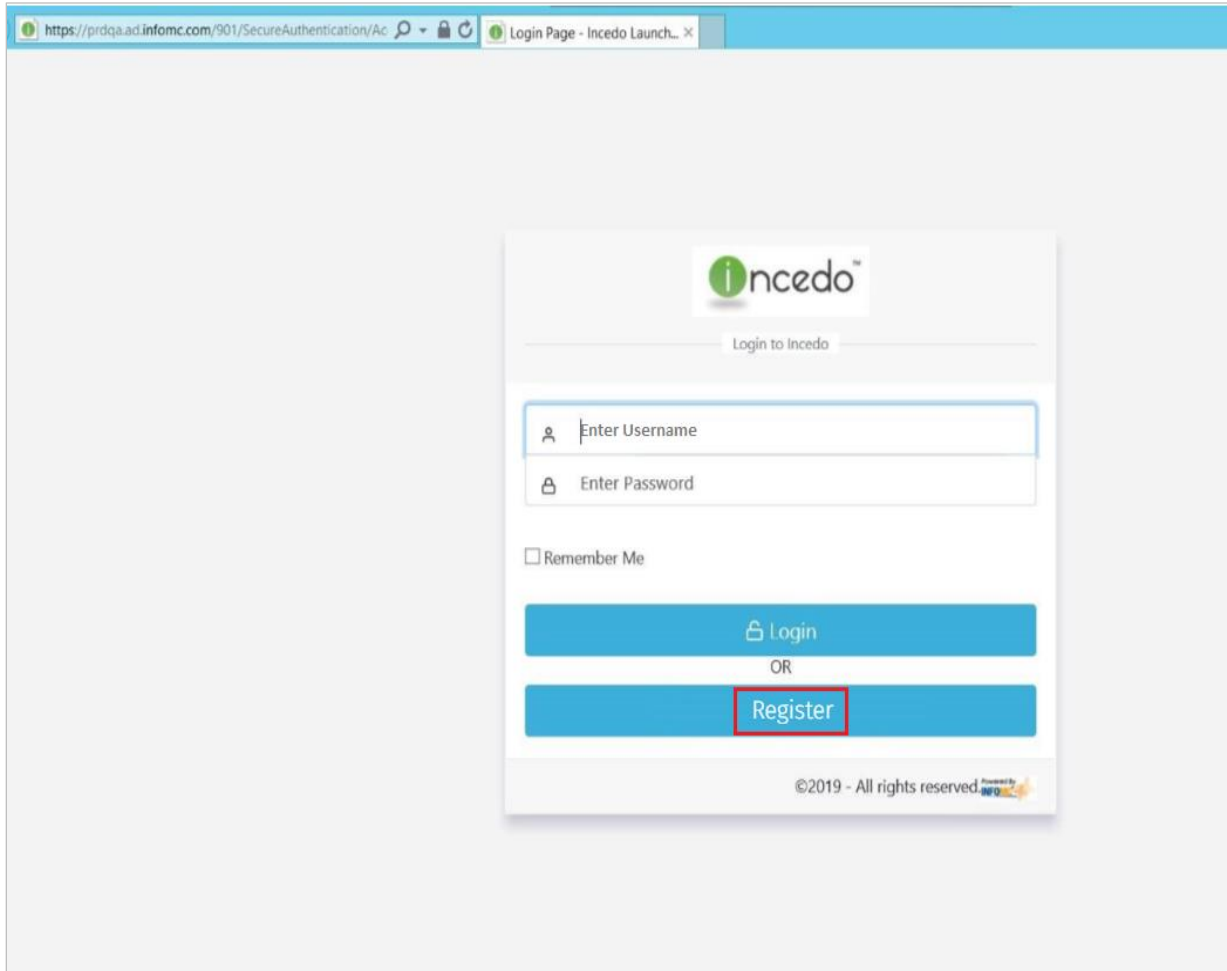
# Provider Wizard Cont'd

# Self-registration



- The system displays confirmation message.
- User clicks Login and the system navigates the user to the iPC standard login page.
- The user who registers is an admin user who is able to register/manage other users for their own organization.

# Provider Connect Self Registration



The screenshot shows a web browser window with the URL <https://prdqa.aci.infomc.com/901/SecureAuthentication/Access/Login>. The page title is "Login Page - Incedo Launch...". The main content area features the Incedo logo at the top, followed by the text "Login to Incedo". Below this, there are two input fields: "Enter Username" and "Enter Password". A checkbox labeled "Remember Me" is positioned below the password field. Two blue buttons are visible: "Login" and "Register". The "Register" button is highlighted with a red rectangular border. At the bottom of the page, there is a copyright notice: "©2019 - All rights reserved. Powered by" followed by a logo.

New provider user navigates to the SSO link & clicks Register.

# Provider Self-registration Wizard

The screenshot shows the Incedo Provider Self-registration Wizard interface. At the top, the INFOMC logo is displayed with the tagline "ADVANCING THE VALUE OF CARE." Below this, the Incedo logo is shown next to the text "Welcome to Incedo Provider Self-registration Wizard!". The interface features three steps: "1. Security Token" (highlighted in blue), "2. Verify", and "3. Register". A text input field labeled "Enter Security Token:" contains the value "B16283MX99" and a small information icon. Below the input field is a blue "Enter" button.

- User is directed to the Incedo Provider Self-registration Wizard.
- User enters the security token.

# Provider Self-registration Wizard (continued)



Welcome to Incedo Provider Self-registration Wizard!

1. Security Token

2. Verify

3. Register

Enter Security Token:



Enter

Enter Secondary Identifier:



Enter

- User enters the Secondary Identifier (i.e. their unique Incedo provider identifier) which was provided to them during the provider orientation session.

# Provider Self-registration Wizard (continued)

The screenshot shows the 'Verify' step of the Incedo Provider Self-registration Wizard. At the top, the InfoMC logo is displayed with the tagline 'ADVANCING THE VALUE OF CARE'. Below this, the Incedo logo and the text 'Welcome to Incedo Provider Self-registration Wizard!' are visible. A progress bar at the top indicates three steps: '1. Security Token', '2. Verify' (the current step, highlighted in blue), and '3. Register'. The main content area contains the following information:

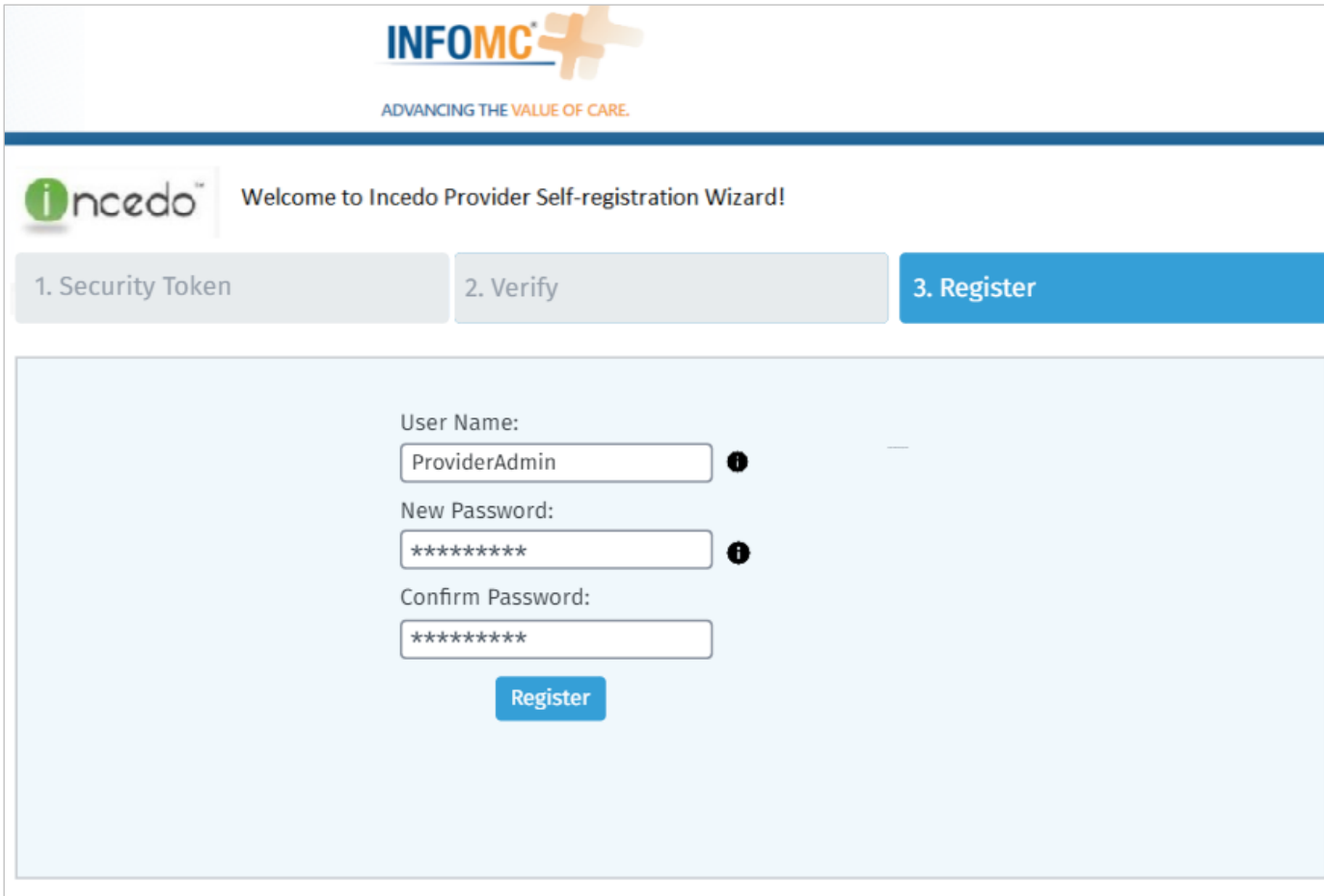
Welcome InfoMC Provider! Verify the information below and please click Next to continue.

Provider Name: InfoMC Provider  
Provider Address: 777 Palace Place; Unit # 2  
Asguard MA 23510  
Contact Details: 123-456-7890

A blue 'Next' button is located at the bottom right of the main content area.

- The system displays the provider's details for verification purposes. The content displayed on this page is classified as read-only fields.
- Upon verifying the details, the user clicks Next.

# Provider Self-registration Wizard (continued)



The screenshot shows the '3. Register' step of the Incedo Provider Self-registration Wizard. At the top, the INFOMC logo is displayed with the tagline 'ADVANCING THE VALUE OF CARE'. Below this, the Incedo logo and the text 'Welcome to Incedo Provider Self-registration Wizard!' are visible. A progress bar at the top indicates three steps: '1. Security Token', '2. Verify', and '3. Register', with the third step being the active, highlighted step. The main registration form contains three input fields: 'User Name:' with the value 'ProviderAdmin', 'New Password:' with masked characters '\*\*\*\*\*', and 'Confirm Password:' with masked characters '\*\*\*\*\*'. Each input field has a small information icon to its right. A blue 'Register' button is positioned below the password fields.

The admin user enters their own credentials and registers on the portal.

# Provider Self-registration Wizard Cont'd

The screenshot displays the Incedo Provider Self-registration Wizard interface. At the top left is the INFOMC logo with the tagline "ADVANCING THE VALUE OF CARE". Below this is the Incedo logo and the text "Welcome to Incedo Provider Self-registration Wizard!". A progress bar shows three steps: "1. Authenticate" with a green checkmark, "2. Verify" with a green checkmark, and "3. Register" which is highlighted in teal. Below the progress bar, a light gray box contains the message "Your account has been created successfully" and a teal "Login" button, which is highlighted with a red square.

- The system displays confirmation message.
- User clicks Login and the system navigates the user to the iPC standard login page.
- The user who registers is an admin user who is able to register/manage other users for their own organization.



# IPC Login

NEWS / EVENTS

INFOMC<sup>®</sup>  
ADVANCING THE VALUE OF CARE

i'ncedo™

Log In

Required User Info for Log In

User Name:  
sharons9999

Password:  
\*\*\*\*\*

Log In

[Forgot Password?](#)

[Register](#)

- The user enters their username and password, and then clicks Log In.

# IPC Login Cont'd

Setup Security Questions

Question 1  
What city were you born in? ▼  
city

Question 2  
What was the make of your first car? ▼  
car

Question 3  
What is your favorite vacation spot? ▼  
vacation

Save Cancel

- The user is requested to setup three security questions upon their first login.

# IPC – Manage User Page

The screenshot displays the IPC Manage User Page interface. At the top left is the Incedo logo. The top right navigation bar includes links for Provider, Membership, Authorization, Claims, File Transfer, and the user name Sharon Swigart. A dropdown menu on the right contains links for Preferences, Manage Users, and Logout. The main content area is divided into four colored panels: a blue panel for the user profile (Sharon M. Swigart), a red panel for Claims (Last 90 Days), a green panel for Authorization (Last 90 Days), and an orange panel for Recent Members. Each data panel displays a message indicating that no data was found within the specified time period.

**incedo**

Provider Membership Authorization Claims File Transfer Sharon Swigart

Preferences  
Manage Users  
Logout

**Swigart, Sharon M.**  
Welcome text test.1

**Claims**  
(Last 90 Days)  
There is no Claims data within the last 90 days.

**Authorization**  
(Last 90 Days)  
There is no Authorization data within the last 90 days.

**Recent Members**  
No Recent member found

# IPC – Manage User Page Cont'd

User Name	First Name	Last Name	Role	Status	Created	Modified
sharons99999	Test	Test1	iPC Claims	Active	12/5/2019 6:32 PM	12/5/2019 1:32 PM
sharons9999	Sharon	Swigart	iPC Admin	Active	12/5/2019 6:31 PM	12/5/2019 1:38 PM
jennifer123456	Test	Test2	iPC Clinical	Active	12/5/2019 6:48 PM	12/5/2019 1:48 PM

- The Manage User page displays the list of users for that provider organization.

- The system provides three roles:
  - iPC Admin – update provider info, manage users etc.
  - iPC Claims – member search, claims etc.
  - iPC Clinical - member search, authorizations, forms etc.

# Manage User Page Cont'd

The screenshot displays the 'Manage Users' interface. At the top, there is a yellow header bar with a home icon and a user profile icon. Below this is a teal header bar with the text 'Manage Users'. A dropdown menu shows 'Show 5 entries'. The main content is a table with the following columns: User Name, First Name, Last Name, Role, Status, Created, and Modified. The table contains three rows of user data. Below the table, it says 'Showing 1 to 3 of 3 entries'. At the bottom left, there are two buttons: 'Add' and 'Edit', which are highlighted with a red box. At the bottom right, there are 'Previous', '1', and 'Next' navigation buttons.

User Name	First Name	Last Name	Role	Status	Created	Modified
sharons99999	Test	Test1	IPC Claims	Active	12/5/2019 6:32 PM	12/5/2019 1:32 PM
sharons9999	Sharon	Swigart	IPC Admin	Active	12/5/2019 6:31 PM	12/5/2019 1:38 PM
jennifer123456	Test	Test2	IPC Clinical	Active	12/5/2019 6:48 PM	12/5/2019 1:48 PM

- Admin users can add new users using the Manage User form.
- Admin users can also modify existing users using the same form.

# Manage User Form

Manage User Form

Disable User:

First Name:

Last Name:

Title:

Role: --- Select One ---

User Name:

New Password:

Confirm Password:

**Passwords must contain:**

- 10 characters or more
- At least 2 lowercase letters
- At least 1 uppercase letter
- At least 3 numbers
- At least 1 special character

Save Cancel

- The Manage user form allows the Admin user to create a new user.

# Manage User Form Cont'd

The screenshot shows a web application interface. At the top, there is a table with two columns: 'Role' and 'Status'. The first row contains 'iPC Default Class' and 'Active'. Overlaid on this table is a 'Manage User Form' dialog box. The form has a title bar with 'Manage User Form' and a close button (X). Inside the form, there is a 'Disable' checkbox which is currently unchecked. Below it is a 'User:' label. The form contains several input fields: 'First Name:' with the value 'Test', 'Last Name:' with the value 'Test2', 'Title:' with the value 'iPC claims', 'Role:' with a dropdown menu showing 'iPC Claims', and 'User Name:' with the value 'jennifer123456'. At the bottom of the form, there are two buttons: a blue 'Save' button and a grey 'Cancel' button.

- The Manage user form allows the Admin user to manage an existing user.
- The admin user can disable the user, to inactivate this user's access.

# Provider Responsibilities

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Providers are responsible for:

- Exercising sound clinical judgment
- Working with participants to provide quality services that meet their goals and needs
- Cooperating and collaborating with Optum concerning appropriate clinical care for participants
- Obtaining or completing pre-authorization, authorization, or registration as required for appropriate services
- Engaging in responsible management of behavioral health care by adhering to ethical and professional standards
- Maintaining a high standard of medically necessary, efficient, and cost-effective care that addresses each participant's individual needs



# Provider Responsibilities (continued)

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## Providers are responsible for:

- Working with Optum Care Managers and participants to achieve participant satisfaction with service regulations, policies, and procedures
- Involving participants in treatment/service planning
- Delivering services consistent with the principles of recovery and resiliency
- Coordinating treatment with other involved health care providers
- Promoting innovation and best practices in services and systems
- Helping participants obtain appropriate benefits
- Honoring each participant's right to dignity and confidentiality
- Complying with local, state, and federal laws and regulations
- Complying with federal, state, Medicaid, and Medicare rules, as well as with PBHS guidelines and requirements

# Contact Information

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## Important Phone Numbers, Emails, and Fax Numbers:

- Optum Maryland Provider Relations: 1-866-336-9370 (Effective Until 12/21/19)
- Optum Maryland Provider Relations: 1-800-888-1965 (Effective 1/1/2020)
- Claims: Optum Maryland  
P.O. Box 30531  
Salt Lake City, UT 84130
- Email: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

## Important Addresses:

- Website – <https://maryland.optum.com/> (Go Live Date 1/1/2020)

# Optum Maryland Provider Relations Contact Information

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# Thank you