



DEPARTMENT OF HEALTH

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

January 16, 2020

Shannon Hall, Executive Director
Lori Doyle, Public Policy Director
Community Behavioral Health Association of Maryland (CBH)
18 Egges Lane
Catonsville, Maryland 21228

Dear Shannon and Lori:

In response to your concerns, and similar issues experienced by other Behavioral Health providers, I wanted to make sure you know that the issues our providers have been experiencing during this transition have been escalated to the Maryland Department of Health (MDH), Office of the Secretary.

MDH has asked Optum to process more claims and send additional payments outside of the normal processing cycle, as well as validate provider information so that reimbursements are actually received. Communications with Optum have been clear that the following actions are needed to be addressed expeditiously:

- 1) Address and resolve provider complaints within one business day.
- 2) Provide MDH with a timeline of when system-wide provider claims will be fixed (e.g., billing codes, provider type submission issues).
- 3) Provide access and visibility for designated MD to easily access information regarding payment remittance and denials.

MDH has identified dedicated staff who are working closely with providers on intake of concerns and issues. These cases are being tracked by our internal constituent services management system. We believe these steps will help us better understand the specific problems our providers are experiencing, as well as where we are in the process of resolving them.

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We are working through every channel possible to make sure these issues are on the road to resolution. We sincerely appreciate your open line of communication and bringing these outstanding concerns to our attention. The relationship between CBH and MDH is truly appreciated and we look forward to continuing our work together.

Sincerely,



Aliya Jones, M.D., MBA
Deputy Secretary, Behavioral Health



Dennis R. Schrader
Chief Operating Officer and Medicaid Director