To: Maryland Public Behavioral Health Providers

Date: November 7, 2019

Re: Administrative Service Organization (ASO) Transition

<u>Note</u>: Please ensure that appropriate staff members in your organization are informed of the contents of this transmittal

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Effective January 1, 2020, Optum Maryland will be the ASO for Maryland's Public Behavioral Health System. The information contained in this alert will also be posted on the MDH transition website: https://mmcp.health.maryland.gov/Pages/Administrative-Service-Organization-Transition-Information-.aspx

<u>Authorization for Services:</u>

- Beacon Health Options will continue to authorize services through December 31, 2019.

- Optum will begin to authorize new and concurrent services on January 1, 2020.

- Beacon will continue transferring authorization data through December and January to Optum for Optum to import the authorizations into their system. This means that providers will **NOT** need to re-enter existing authorizations in Optum's system. As would normally occur, only new and concurrent requests will need to be continued.

- New and concurrent requests will be submitted into Optum's portal as of 1/1/2020.

<u>Claims "Cut Over" to Optum:</u>

- Beacon will receive claims from providers through December 29, 2019 11:59pm, for adjudication on the January 2, 2020 check run. Claims submitted to Beacon after this date and time will be given a denial code and providers will need to resubmit these claims to Optum.
    > ****NOTE**: Providers will not receive Beacon issued Payment Summary Vouchers (PSV) for these claims and will need to call in to identify if this denial code was applied. Denial code will be included on an updated alert.

- Providers will submit claims to Optum beginning December 30, 2019.

Check Runs:

- Beacon will process check runs for claims submitted through December 29, 2019. Beacon's last check run will be on January 2, 2020.

- Optum's first check run will be the week of January 6, 2020. Claims submitted to Beacon on or before December 29th that did meet "clean claim" requirements and are not included in the Beacon check run, will be transferred to Optum. Once the claims successfully adjudicate, Optum will process the payment on the next check run.

Optum Submitter ID & Initial Check Runs

The Optum Submitter ID will be: **OMDBH**. Please work with your practice management systems and clearinghouses to ensure they setup this new Payer ID. [**_NOTE_**: _Your clearing house will need to send your transactions through Optum360 as they are the sole submitter for OMDBH._] Optum will issue a provider alert when the process to use the Submitter ID is implemented.

Optum anticipates a few weeks of paper check cycles while providers connect to the EFT process. Providers MUST make sure your "Pay To" or Remit to address in Medicaid (MMIS) is 100% accurate or you may experience a delay in receiving payment.

REMEMBER: The Optum Portal information is based on the Medicaid Provider File. Providers should validate that your provider file in Medicaid (through ePrep) has all the current information including your "Pay To" address (remit to) so that checks will be mailed to the correct address.

Provider Alert issued 11/5/2019: OPTUM Maryland Portal Access:

- A demonstration of the provider registration portal will be included in the training sessions beginning December 2nd. Providers will receive instructions on how to register with Optum as part of the training process.

- All providers – individual, group, programs, and institutions **MUST** log into the portal and register in order to request authorizations, file claims, and receive payments. More information on obtaining an Optum ID will be included in future communications.

  - Note: Issues with the link on the current training list are being worked out and an updated list will be issued as soon as the links are corrected. This is only one mechanism for registration – additional emails will be forthcoming to providers in an "invitation" format. Block your calendars now for those dates!

Important Additional Information:

Optum Registration vs. Medicaid Provider Enrollment: Registration with Optum is **NOT** the same as Medicaid Provider Enrollment. If your provider file in Medicaid is inaccurate, your use of the portal may be impacted adversely. Please take the time now to verify or update your information with Medicaid (ePrep) to avoid complications when you register with Optum.

Provider Training: Starting December 2, 2019, web-based provider training sessions on authorization and claims submission will be held on different dates and times,. You must register for the sessions on the website. *Click here* for the list of training session and the links to register for each session. The training sessions will be posted online (site location TBD) after they are conducted.

Transition Project: Please note that work continues "behind the scenes" where MDH will be part of the user testing process followed by selected "beta" testers. Once testing is complete the system will be partially live for training by December 2nd.

More information: We will share additional information as it is available. You can access the latest information on the MDH BHASO transition website: https://mmcp.health.maryland.gov/Pages/Administrative-Service-Organization-Transition-Information-.aspx.

Questions? Please continue to direct transition-related questions related to: mdh.bhasotransition@maryland.gov.