



PROVIDER ALERT

Dual Check-Write Process

October 19, 2020

Optum Maryland is preparing to implement a new check-write process to address provider concerns regarding the payment of older claims in the new day check-write process. Specifically, this process will address the payment of dollars that should be offset against a provider's estimated payment balance.

A dual check-write process will be incorporated into the weekly check-write. This process will differentiate between PRAs (and payments where appropriate) for dates of service (DOS) prior to August 3, and payments for new day claims for dates of service August 3 and later.

Implementation of this dual check-write process will mean that the Provider Remittance Advice (PRAs) will more clearly identify 'new-day' claims vs. 'prior-day' claims. This will help providers to clarify which claims are applicable to the reconciliation time frame.

The dual check-write process will be executed on the same timeline as the current payment process and payments and PRAs received each Thursday, as detailed below.

Cycle 1- Claims for DOS prior to August 3, 2020:

- Thursday: Providers can access PRAs/835s in their PaySpan account.
- If the provider has an Estimated Payment balance, the claims payment will be offset against balance.
- If the provider has an Estimated Payment balance that is met with claims adjudicated, the claims payment will be offset against the Estimated Payment balance, and the remaining claims balance will be paid.
- If the provider has no Estimated Payment balance or never received an Estimated Payment, the claims will be paid.

Cycle 2- Claims for DOS August 3, 2020 and after:

- Claims eligible for payment are paid, regardless if the provider has an Estimated Payment balance or not.
- Thursday: Providers can access PRAs/835s/Payment information in their PaySpan Account.

Claim payments for claims with older dates of service will be automatically offset against estimated payment balance via the payment cycle process.

Optum Maryland anticipates the first dual check write to be made live to all Maryland providers on the week of October 19, 2020.

For further information, and examples of this process, please view the associated [FAQ document](#).

If you have questions regarding the content of this alert, please contact customer service on 1-800-888-1965.

Thank you,

Optum Maryland Team