

Claims Management

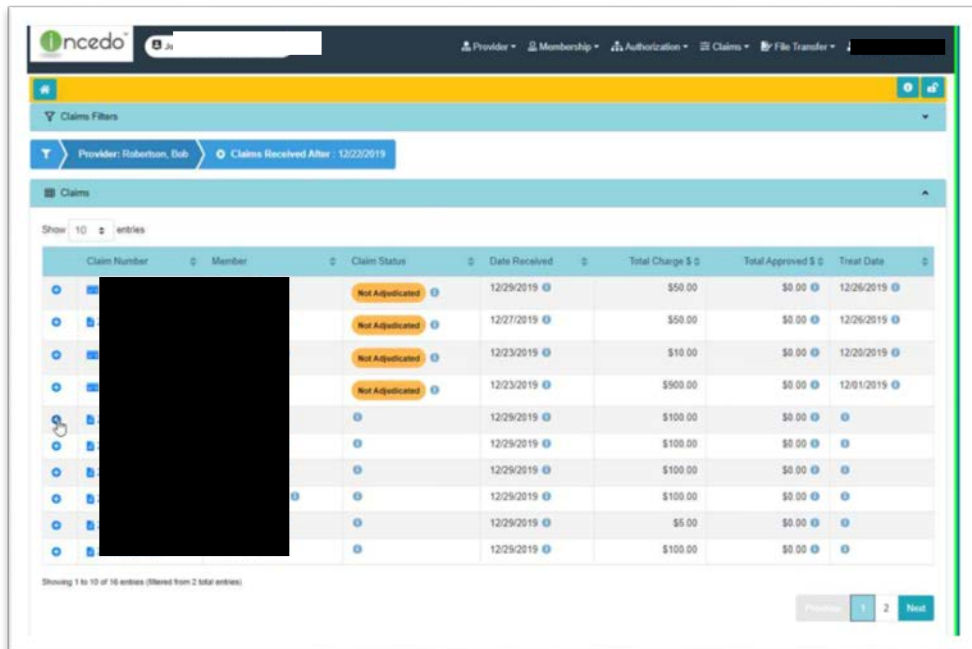
Optum Maryland has created this Incedo Provider Portal Claims Management Quick Reference Guide to assist providers in researching the status of claim files and individual claims.

Claim Status

Use the Claim Status page to view the selected member's claims and the status of each claim. If a member is already selected the system displays only the selected member's claims.

The Claim screen is divided into two sections. The top of the screen shows claims filters that have been chosen to determine which claims are listed and the bottom section is the filtered claims. The default filter is to display all claims received in the last week. The user can change the filters if they wish.

Navigation tip: In the middle of the screen there is a field listed labeled “show” entries. You can increase or decrease the number of claims to be displayed.



Claim Number	Member	Claim Status	Date Received	Total Charge \$	Total Approved \$	Treat Date
		Not Adjudicated	12/29/2019	\$50.00	\$0.00	12/26/2019
		Not Adjudicated	12/27/2019	\$50.00	\$0.00	12/26/2019
		Not Adjudicated	12/23/2019	\$10.00	\$0.00	12/20/2019
		Not Adjudicated	12/23/2019	\$900.00	\$0.00	12/01/2019
			12/29/2019	\$100.00	\$0.00	
			12/29/2019	\$100.00	\$0.00	
			12/29/2019	\$100.00	\$0.00	
			12/29/2019	\$100.00	\$0.00	
			12/29/2019	\$5.00	\$0.00	
			12/29/2019	\$100.00	\$0.00	

Filtering Claims

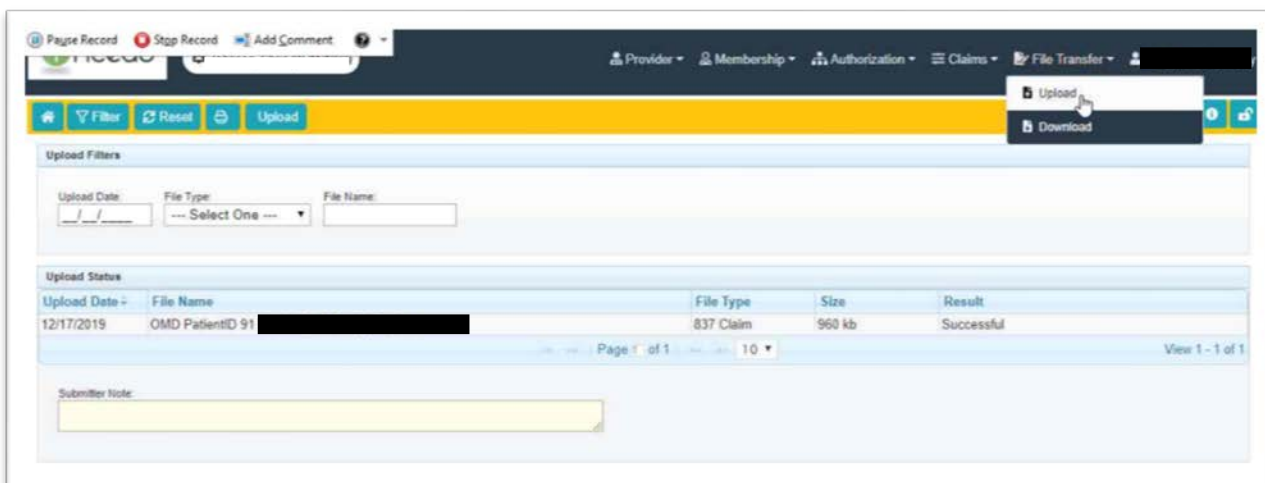
Use the Claims Filters area of the screen to define the information you want to use to search for the claims you wish to view, including: Service dates, claims received after date, claim status, procedure, authorization number, authorization plan number, provider claim number, provider client number, member, provider and insurer.

You can also limit the search to the selected member. You can select multiple search criteria. Click **Filter** to show only those claims that match the selected criteria.

Please Note: Search date must be later than January 1, 2020 or later. If the filter criteria results return greater than 500 results, the first 500 results will be displayed with the following message:

Your search has returned the system maximum of 500 records. More records exist than meet your search criteria. Please change your search filters to see additional records.

#	Auth Approval #	Auth Status	Provider Site	Phone	Procedure
[Redacted]	[Redacted]	In-Process	[Redacted]	06- (In Network) 555-555-5555 96137	MH-OP-A-96137-Psych Test Admin Phys/P
[Redacted]	[Redacted]	In-Process	[Redacted]	06- (In Network) 555-555-5555 90837	MH-OP-A-90837-Individual Psychotherapy
[Redacted]	[Redacted]	In-Process	[Redacted]	06- (In Network) 555-555-5555 90837	MH-OP-A-90837-Individual Psychotherapy
[Redacted]	[Redacted]	In-Process	[Redacted]	06- (In Network) 555-555-5555 90832	MH-OP-A-90832-Individual Psychotherapy
[Redacted]	[Redacted]	In-Process	[Redacted]	06- (In Network) 555-555-5555 90840	SA-OP-NoA-90840-Psychotherapy for crisi
[Redacted]	[Redacted]	In-Process	[Redacted]	06- (In Network) 555-555-5555 96139	SA-OP-A-96139-Psych or neuropsych test
[Redacted]	[Redacted]	In-Process	[Redacted]	06- (In Network) 555-555-5555 90791	MH-OP-A-90791-Psychiatric Diagnostic Int
[Redacted]	[Redacted]	In-Process	[Redacted]	06- (In Network) 555-555-5555 90839	SA-OP-A-90839-Crisis Psychotherapy 60 M
[Redacted]	[Redacted]	In-Process	[Redacted]	06- (In Network) 555-555-5555 90840	SA-OP-NoA-90840-Psychotherapy for crisi
[Redacted]	[Redacted]	In-Process	[Redacted]	06- (In Network) 555-555-5555 90791	MH-OP-A-90791-Psychiatric Diagnostic Int



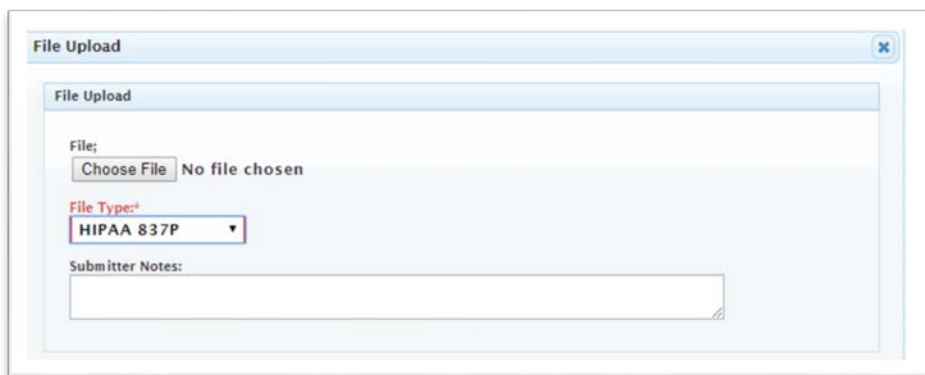
837 Upload File

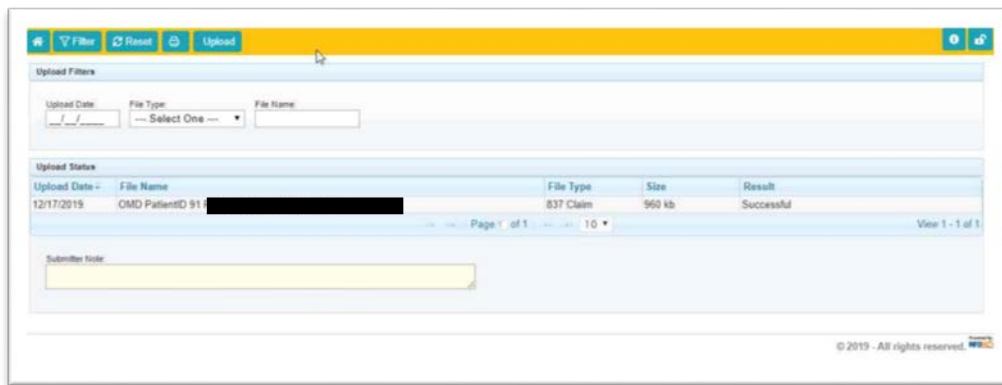
Click **Upload** in the Menu bar to begin the upload process. A pop-up window allows you to:

- Select a file – A window appears to select a file from your workstation.
- Select a file type – Use this drop-down to select the type of file that is being uploaded.
- Submitter Notes – Type additional comments; not required.

When you complete these fields, click **Upload** on the pop-up window to begin the file transfer process. Click **Cancel** if you decide not to run the upload.

Example of a file type is the X12 837 Claim files. When an 837 file is received and processed successfully there is an immediate generation of the 999Out, which will be available in the Download section of Incedo Provider Portal. **Please note: Incedo Provider Portal does not provide 277 file. Please go to Claim status page to review claim details.**





Upload File Status

If a file is not in a successful status, you will need to review the error, correct the issue and then resubmit.

Validation of Claim Payment

Claim Number	Member	Claim Status	Date Received	Total Charge \$	Total Approved \$	Treat Date
202015036039	[REDACTED]	Approved	01/03/2020	Service Approved Amount: 202015036039-1	\$103.39	01/08/2019
202015036039-1				Approved: \$103.39 Deductible: \$0.00 Co-pay: \$0.00 Co-insurance: \$0.00 Withheld: \$0.00 Other Paid Amount: \$0.00 Paid: \$0.00		
202015036038	[REDACTED]	Approved	01/03/2020		\$193.62	01/02/2020
202015036037	[REDACTED]	Approved	01/03/2020		\$94.24	12/30/2019

Claims payment information is available when you hover over the “i” on the approved amount.

Off Cycle Claim Payments

Optum Maryland has run an off-cycle payment process which was mailed on January 9, 2020. Providers received this payment via physical check that was distributed through standard mail via the US postal system.

Please Note: Claims included in any off-cycle payment may not immediately appear in the Incedo Provider Portal with a status of paid.