

## Optum Maryland

### Estimated Payment Frequently Asked Questions

On January 23, 2020, a communication from Secretary Robert Neall explained that Optum will be issuing estimated weekly payments to behavioral health providers. Below are some questions and answers that provide additional information regarding this payment process.

**Q.1 How was the estimated weekly payment determined?**

*A.1 The Maryland Department of Health (MDH) determined the payment amount based on the average of all weekly payments made during calendar year 2019.*

**Q.2 How much will my estimated weekly payment be?**

*A.2 Your organization will receive the same dollar amount weekly for the duration of these payments based on your 2019 average weekly payments beginning on February 11<sup>th</sup>. Payments on January 28<sup>th</sup> and February 4<sup>th</sup> will include backlogged claims and are described in Q/A #3.*

**Q.3. When will I receive payment for the claims my organization has already submitted?**

*A.3 MDH and Optum Maryland are analyzing the claims backlog to determine amounts to be paid to each provider. The backlog will be calculated based on the estimated weekly average minus the funds already dispersed to providers (e.g., paid claims or advance payments).*

- *On January 28<sup>th</sup>, a check will be issued for your first estimated weekly payment, plus a portion of your backlogged claims.*
- *On February 4<sup>th</sup>, a check will be issued for your estimated weekly payment, plus any remaining backlog amount.*

**Q.4 Do I need to continue to submit claims and request authorizations to Optum Maryland?**

*Q.4 Yes, you are required to continue to request authorizations and submit all claims beginning January 1, 2020, and any claims not made through Beacon Health Options. You will not see the claims submitted to the Incedo Provider Portal in a paid status for as long as the estimated weekly payments are made.*

**Q5. When will I receive the estimated weekly payment?**

*A.5 Checks are estimated to be mailed by close of business Tuesday each week. We anticipate checks will be received within 2-3 business days once they are mailed.*

**Q.6 How will I receive the estimated weekly payment?**

*A.6 Your organization will receive payment via a paper check delivered via first class mail. Optum Maryland is working to implement Electronic Funds Transfers (EFT) for future estimated payments.*

**Q.7 How can I confirm Optum has the right mailing address for the estimated weekly payments?**

*A.7 Please log onto the [Incedo Provider Portal](#) to validate the address associated with your provider profile. Access the Preferences tab, top right of the home page. Select the Provider Profile tab. View the site address tied to your login.*

*It is possible that an address change submitted in ePREP has not been updated in the Incedo system. In the event your address is not correct in Incedo, please email the following information to [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com):*

- *Contact Name*
- *Name of Organization*
- *TIN*
- *Medicaid ID*
- *NPI number*
- *Address*
- *Nature of issue*

**Q.8 Will I receive any back up information with the estimated weekly payment (e.g., Explanation of Payments (EOP) or 835 file)?**

*A.8 At this time, supporting information will not accompany the estimated weekly payments.*

**Q.9: How do I reconcile payment against my open receivables?**

*A.9 We recognize this is a non-standard process. Due to differences in providers' specific procedures, we recommend you consult your financial professional for guidance.*

**Q.10 Secretary Neall's letter indicated that there will be a reconciliation process every 60 days. How will the over/under payments be reconciled? How will this process be communicated to me?**

*A.10 MDH and Optum Maryland will provide further details on this process when the reconciliation process is implemented.*

**Q.11 How long is Optum anticipating to provide estimated weekly payments?**

*A.11 Based on the letter from Secretary Neall, we anticipate this process to conclude on or before April 20, 2020. We will continue to communicate updates to you as we progress throughout this period.*

**Q.12 How will I receive an estimated weekly payment if I have no 2019 claim history?**

*A.12 In order to calculate your estimated payment, please email the following information via an excel spreadsheet to Optum:*

- *Claims for services rendered beginning with dates of service that you have attempted to submit in the Incedo Provider Portal.*
- *The spreadsheet should contain the following fields:*
  - *Tax ID*
  - *Medicaid ID*
  - *NPI Number*
  - *Constituent name*
  - *Constituent ID#*
  - *Date of service*
  - *Procedure code*
  - *Billed amount*
  - *Reason preventing successful claim submission into Incedo.*
- *Please include the following contact information for your organization: Provider name, contact name, phone number, and email address.*

**Q13 How can I get more information about this process?**

*A.13 Six webinar trainings have been set up to provide information. Click [Estimated Payments WebEx Meetings](#) to access the list of trainings.*

**Q.14 Who do I contact if I have any questions?**

*A.14 Please email Optum Maryland at [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)*