OPTUM | Maryland

PROVIDER ALERT

Adding Codes Omitted from Authorization Requests

March 10, 2021

Providers sometimes discover after the fact that, in submitting an authorization request, they have not selected all the needed procedure codes. This alert is a reminder that the proper procedure to add a code to an existing authorization is to submit a new authorization request for the missing code, and **not** to submit an Authorization Correction Form.

Until May 1, 2021, providers should open a **new authorization request** and enter the required code, backdated to the start date of the original authorization (as far back as July 1, 2020).

From May 1 forward, providers should continue to use the same method but will be limited to backdating authorizations by 14 days only.

The Authorization Correction Form (found on the Optum Maryland website and in the Incedo Provider Portal) should **only** be used to correct erroneous Authorizations, and not to add to existing requests.

If you have questions about the information in this alert, please contact customer services on 1-800-888-1965.

Thank you,
Optum Maryland Team

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