

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

May 4, 2022

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from April 28 to May 4.

Target Audience: All Behavioral Health Providers

- 05-4-22: [Incedo Provider Portal Scheduled Downtime - May 7.](#)

Target Audience: ABA Providers

- 05-4-22: [Waiver of Certain Enrollment Requirements for Registered Behavior Technicians \(MDH Transmittal\).](#)

Training Opportunities

Training opportunities are posted to the monthly Provider Training Calendar on maryland.optum.com. Please see below for upcoming training opportunities.

The Optum Maryland Provider Training Calendar for May is now available to [view here](#).

Incedo Provider Portal – Claims Submission (CMS 1500)

Tuesday, May 10, 2:00-3:00 p.m., EDT

To Register, Click [here](#).

Incedo Provider Portal – Authorization/Service Request

Thursday, May 12, 10:00-11:30 a.m., EDT

To Register, Click [here](#).

Psychiatric Rehabilitation Program - Adult*

Tuesday, May 10, 10:00-12:00 p.m., EDT

To Register, Click [here](#).

Psychiatric Rehabilitation Program - Minor*

Thursday, May 12, 2:00-4:00 p.m., EDT

To Register, Click [here](#).

- **Providers are encouraged to send examples and scenarios to be clarified and addressed by the reviewing OMD Clinical staff/Medical Directors. Providers may submit to MarylandProviderTraining@optum.com. Submissions must NOT include any participant PHI or identifying information.*

News and Reminders

1. Eligibility spans for Adult Long-Term Care (LTC) have now been updated in the Incedo Provider Portal and will be visible this week.

- From 1/1/2020 to 6/30/2020 no authorization was required. Claims submitted during this time and denied for LTC eligibility will be reprocessed. No provider action is required.
- From 7/1/2020 onward, authorizations were required, however providers may have been unable to get an authorization. If an authorization was entered but the claim denied, no provider action is needed.
- Authorizations for services with a date of service of 7/1/2020 or later can now be submitted using the "*Backdating Exception*" Form and adding the following information:
 - When asked "*Does the requested start date fall within the past 3 calendar months?*" Select "Yes." Then;
 - When asked "*How many total Participants are impacted*" select the appropriate number.
 - In the section titled "*Describe reason for request*" select "*The participant did not have Medicaid eligibility during the window of submission, but eligibility was approved for retroactive dates*" and under "*Please provide a detailed explanation*" enter "**LTC Eligibility Issue.**"
- A provider alert will follow with further details.

2. Providers may notice the use of a "Claims Not Payable" status on individual records on the insurance screen within the member profile of the Incedo Provider Portal (IPP).

- The “Claims Not Payable” status is used when a record is not synced with the EVS system. Providers can continue to submit authorizations and claims if the participant's **active span** in the IPP aligns with the active span in EVS.
- If the active span shown in the IPP **does not match** the active span in EVS, please contact Optum Maryland customer service at 1-800-888-1965.

3. Providers are reminded to regularly check their Incedo Download folder as Optum Maryland will use this to deliver important communications.

4. The next Provider Council Meeting will be held on Friday, May 13 at 10:00 am. Please [click here](#) to register.

The next Bulletin will be sent during the week of May 9.

Thank you,

Optum Maryland Team