



# Maryland Provider Council Meeting

May 10, 2024

Hosted by Optum Maryland

# Agenda

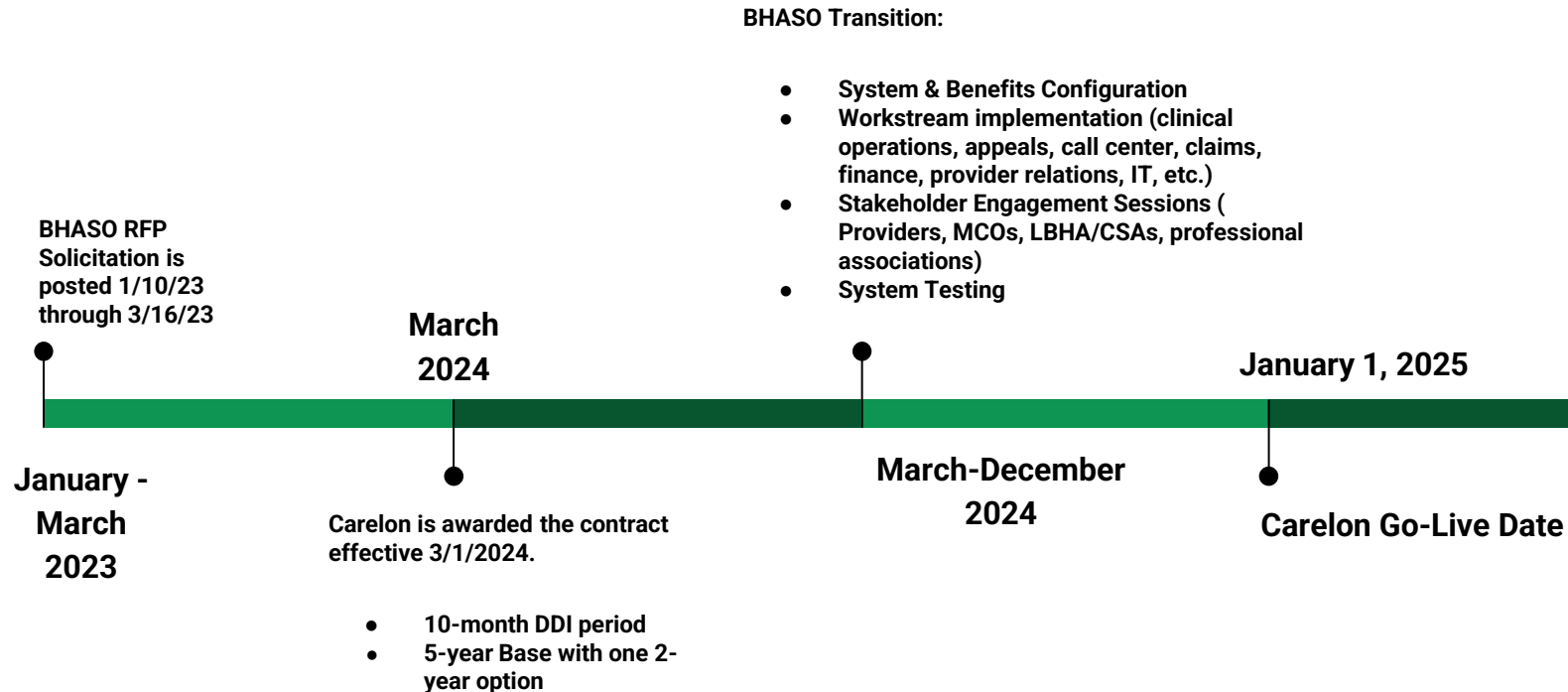
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# MDH/BHA Updates

# BHASO Transition Timeline

**Rebecca Frechard, LCPC**  
**Deputy Director, Medicaid Behavioral Health Division**

# BHASO Transition Timeline



# BHASO Transition

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- Carelon Awarded Contract on 3/1/2024
  - 10-month implementation and transition
  - 5-year base period (1/1/2025 - 12/31/2031)
  - One 2-year option (1/1/2030-12/31/2031)
- Implementation Underway
  - System & Benefit Configuration
  - Workstream Implementation
  - Stakeholder Engagement
  - Readiness Testing
  - Go Live- 1/1/2025

# BHASO Transition: Impact

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- As we prepare for incoming Carelon we also continue to work with outgoing Optum.
- Optum will continue to be the ASO through the end of CY 2024 (per contract) and be available through early 2025 for close out activities.
- Carelon will be engaging with stakeholders across the State to introduce themselves and address transition related concerns.

# BHASO Transition: Impact

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- MDH owns the BH ASO phone number which does **not** change - this number will be managed by Carelon as of 1/1/2025:  
1-800-888-1965
- Updates will be made to webpages and communications where the ASO is indicated
- Questions about the transition can be directed to:  
[mdh.mabehavioralhealth@maryland.gov](mailto:mdh.mabehavioralhealth@maryland.gov)



# BHA Updates

# BHA Updates

**The following RFAs are currently available on eMMA:**

**Primary Behavioral Health and Early Intervention's Office of Transition- Aged Youth (TAY) & Young Adult Services** is excited to announce the following two funding opportunities (more info available via eMMA):

- [BPM044009 - Young Adult Consumer Program](#) - Closes May 21, 2024, at 2:00 PM.
- [BPM044012 - Young Adult Peer Support and Anti-Stigma Project](#) - Closes May 21, 2024, at 2:00 PM.

**BHA is excited to announce the following funding opportunity (more info available via eMMA):**

- Technical Assistance for Interoperability Program for Behavioral Health  
Providers: [https://emma.maryland.gov/page.aspx/en/bpm/process\\_manage\\_extranet/69785](https://emma.maryland.gov/page.aspx/en/bpm/process_manage_extranet/69785) Deadline:  
May 22, 2024, at 2:00 PM.

# MDH and BHA Updates

## The following RFAs are currently available on eMMA:

The Maryland Department of Health's Office of Minority Health and Health Disparities (MHHD) is inviting applications for three grant programs.

- MHHD will provide funding ranging from \$25,000 to \$200,000 to over 40 organizations.
- To learn more about these funding opportunities and how to submit an application, please visit our [website](#).
- All applications must be submitted by May 20, 2024, at 2:00 PM.
- MHHD will hold pre-application webinars for prospective applicants. Please [register](#) to attend a webinar.

BHA's Office of Early Intervention is excited to promote "Shatter the Stigma" 5K on May 18, 2024, in Chesapeake Beach (Calvert County). This event will be focused on raising awareness of the stigma around mental health and substance use.

- This year, Calvert Co.'s LBHA will also use this event to break the stigma of MOUD through displaying signage posted along the 5K route to help educate participants about MOUD, including a QR code to the MOUD Works for Me [website](#).
- Calvert County's LBHA will also participate in the ***Be Kind to Your Mind Health Fair*** which will be held simultaneously with the 5K, where resources regarding MOUD treatment and the Hub and Spoke programs at the event.

# MDH and BHA Updates

Save the Date for Training Opportunity - June 11 & 12 or 18 & 19.

- Training Audience- PRP providers
- An Overview of the Principles and Domains of Psychiatric Rehabilitation and Recovery Oriented Services and Independent Living/Community Integration and Assessing Readiness for Psychiatric Rehabilitation.
- Further information will be forthcoming via provider alert.

## May is Mental Health Awareness Month

- Join the Behavioral Health Administration's Office of Suicide Prevention and the Mental Health Association of Maryland by Going Green for mental health. [Learn more](#) and [sign up today!](#)

# Estimated Payment Recoupment

# Estimated Payment Recoupment

- On Friday, April 26, 2024, Optum and the Maryland Department of Health shared a survey with providers to collect information on plans for repayment of estimated payment balances due on June 30, 2024.
- This survey is intended for providers who have an estimated payment balance with a balloon payment due on June 30.
- Letters were delivered to the Incedo folders of relevant providers on Friday, April 26. Letters contain estimated payment balance information and recommended action to take to be fully paid-off by June 30.
- Survey responses include the option to repay in a lump sum on or before June 30, or to increase weekly clipping or monthly ACH to reduce their balloon payment due on June 30.
- **The survey must be completed by end of day today, Friday, May 10, 2024.**
- A [memo from the Secretary](#) regarding this survey was released on April 26, 2024.

# Multi-Factor Authentication in Incedo

# Multi-Factor Authentication in Incedo

- Multi-Factor Authentication (MFA) went live for all Incedo users on April 27, 2024.
- On logging-in to Incedo for the first time following this implementation, users will be required to select and set up a method for MFA.
- Optum has shared a [Quick Reference Guide](#) and [Frequently Asked Questions](#) document to assist Incedo users. A dedicated email box [omd\\_incedo\\_admin@optum.com](mailto:omd_incedo_admin@optum.com) is provided for users to send their questions/report issues to.
- If multiple users at one location are sharing a single log-in credential, contact your system administrator to have an individual account enabled. Instructions for adding users are given in the “[Managing Users in the Incedo Provider Portal](#)” training video.
  - Sharing a log-in between staff presents a security risk to the provider organization and participant data. Providers who continue to share a single log-in credential between multiple staff members may have their Incedo account deactivated.



# Operations Updates

# Operations Updates

## PRP Top Performing Provider Program

- Optum continues to review PRP-A providers who meet certain quality criteria, for eligibility for the Top Performing Provider (TPP) Program.
  - Criteria include: demonstrated accuracy and clinical appropriateness in their authorization requests over the past year, while maintaining good standing in other areas including licensing, accreditation, incident reporting, level of complaints, and audits.
  - Qualifying providers will receive outreach email to the organization's contact person on record with BHA.
  - Eligible providers who are accepted into the program will benefit from a simpler process for requesting authorizations rather than entering functional impairments and other data in Incedo.

## Certified Professional Counselor Enrollment in Medicare

- Later this month, we will be releasing a survey for Certified Professional Counselors to advise us of their Medicare enrollment status.

# Operations Updates

## Upcoming Provider Training Opportunities – May 2024

### **Authorization/Service Request**

Thursday, May 16, 10:00 a.m. - 12:00 p.m., EDT

To register, [click here](#)

Next session: June

### **Claims Submission (CMS 1500)**

Tuesday, May 21, 2:00 p.m. – 3:30 p.m., EDT

To register, [click here](#)

Next session: June

### **Maryland RecoveryNet (MDRN)**

Monday, May 20, 1:00 p.m. - 3:00 p.m., EDT

To register, [click here](#)

### **Gambling Requests - Incedo Provider Portal**

Thursday, May 30, 12:00 p.m. – 2:00 p.m., EDT

To register, [click here](#)

# Operations Updates - Reminders

## Interest Payments for April 2024

- Interest payments now being sent monthly.
- Checks for the period April 1 – April 30, 2024, will be mailed by May 14, 2024.
- Letters and claim details will be delivered to the Incedo Download folder.

## Reconciliation Emails

- Please ensure that all reconciliation-related correspondence is routed to [Maryland.provpymt@optum.com](mailto:Maryland.provpymt@optum.com) and copy individual reconciliation manager email addresses.
- Even if you are communicating directly with a reconciliation manager, please copy [Maryland.provpymt@optum.com](mailto:Maryland.provpymt@optum.com) on all emails.

## Issue Reporting Process

- The process for reporting issues and concerns is to first contact the Optum Maryland call center to report an issue. A reference number will be given to you specific to the enquiry.
  - If it is necessary to escalate the issue, the reference number provided by the call center will be required.

# Operations Updates - Reminders

## Sending Postal Mail to Optum Maryland

<b>Checks and Financial Correspondence:</b>  Optum Maryland P.O. Box 30532 Salt Lake City, UT 84130	<b>Claims, Grievances Complaints and all other NON-FINANCIAL related correspondence:</b>  Optum Maryland P.O. Box 30531 Salt Lake City, UT 84130
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Providers are asked to ensure that their contact information (mailing address, email address, phone number, etc.) is updated/correct in MMIS (via ePREP) for important correspondence.

Please check the Dashboard in the Incedo Provider Portal for important notifications including system downtime and new downloads

- Optum will use the Download folder within Incedo as one means of delivering important information.

# Provider Questions

## Provider Council Information

Slide decks from previous meetings can be found on [Maryland.Optum.com](https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html) at the following link:  
<https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/provider-council-information.html>

- **The next Provider Council meeting will be held on Friday, June 14, 2024**
- Meeting reminders will be sent at the beginning of the month.

# Frequently Used Phone Numbers and Email Addresses

Maryland Public Behavioral Health System 1-800-888-1965

- Option 1 Participants
- Option 2 Providers

Maryland Provider Relations - [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

Token and Incedo Provider Portal Registration questions - [omd\\_providerregistration@optum.com](mailto:omd_providerregistration@optum.com) (Please note the underscore in this email address: “omd\_providerregistration...”)

Maryland Provider Payments - [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

Maryland EDI Team – [omd\\_edisupport@optum.com](mailto:omd_edisupport@optum.com) (please note the underscore in this email address: “omd\_edisupport...”)

To register for Provider Alerts - [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)



# Thank you

# Appendix Items

# State Opioid Response Grant Newsletter

FALL 2023

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## Introduction

The purpose of this newsletter is to provide you with valuable information and resources from the Behavioral Health Administration (BHA) about the Maryland State Opioid Response Grant (SOR) projects and updates about our accomplishments. SOR projects play a critical role in combating the overdose crisis that is impacting the lives of many Marylanders. Read up on the latest developments, current events, webinars, trainings, and success stories associated with SOR. This grant is funded by Substance Abuse and Mental Health Services Administration (SAMHSA) and provides support for Prevention, Treatment, and Recovery services in Maryland with the goal of decreasing overdose from opioids and stimulants through initiatives that provide needed services to fight the overdose crisis.

## Welcome Deputy Secretary Alyssa Lord

Alyssa Lord is the new Deputy Secretary for Behavioral Health at the Maryland Department of Health (MDH). She brings more than 20 years of experience in community and population health. Ms. Lord has focused her efforts on working collaboratively across local, city, state, and federal entities to improve the health outcomes across the lifespan.

Prior to joining MDH, Ms. Lord served in a number of leadership positions that combined direct service, advocacy, policy, and strategy in New York and New Jersey. Most recently she was Vice President, Healthcare Strategy at a large (\$120 million+) housing, healthcare, and workforce development nonprofit where she was responsible for setting the vision for healthcare, behavioral health, and substance use services for homeless and unstably housed New Yorkers. In previous positions she led the implementation of care coordination services for clinically, behaviorally and socially complex Medicaid, dually enrolled, and special needs plans beneficiaries. She was also responsible for establishing a university-community partnership in West Philadelphia that led to the implementation of a school-based health center/federally qualified health center and the development of an innovative health careers curriculum for middle and high school students. Ms. Lord earned Master's degrees from New York University and the London School of Economics.

## SOR Briefing for Secretary of Health

On May 1, 2023, under the direction of the BHA executive leadership, the SOR team had the privilege of briefing the new Maryland Department of Health Secretary Laura Herrera Scott, on the history, goals, current initiatives and outcomes of the State Opioid Response Grant in Maryland.

### SOR III, Year One Stats

Here are some results of **Maryland's impact on reducing opioid overdoses** through August 31:

 **54,904**


Number of individuals served

 **1,172**

Number of youth served

 **1,908**

Number of individuals who started medication for opioid use disorder

 **78,070**

Number of peer encounters

 **19,073**

Number of individuals receiving care coordination

 **56,967 DOSES**

Number naloxone doses distributed

 **20,054**

Number of individuals trained in naloxone administration

### Food Crisis (Averted)



As you may be aware, SAMHSA previously allowed up to \$3/day per participant for the purchase of snacks for individuals participating in SOR funded activities; however, in the SOR III Notice of Funding Opportunity (NOFO), SAMHSA disallowed SOR funds for this purpose. BHA informed its partner organizations of this change and were asked to reallocate the unexpended funds for food to other line items within their budgets.

BHA recognizes that for certain SOR-funded initiatives, food is an essential component of treatment. BHA worked with entities to identify alternative funding sources to fully cover the cost of food that was allocated within their original budget submissions for SOR III.

## Government Performance and Results Act

The BHA Applied Research and Evaluation Team will be collecting SOR II No Cost Extension and SOR III Government Performance and Results Act (GPRA) interview submissions until the new vendor is onboarded for SOR III. We have created a [GPRA resource webpage](#) that will serve as a hub for the GPRA data collection and submission process.

### GPRA Eligible Programs:

The following SOR-funded programs are required to offer clients participation in the GPRA evaluation:

- Adult Recovery Houses
- Contingency Management
- Crisis Beds (for stays 48 hours or longer)
- Intensive Care Coordination
- Medication Adherence Technology - EMOCHA
- Medication Adherence Technology - Pill Dispensers in OTPs
- Medication Assisted Treatment in Detention Centers
- Young Adult Recovery Housing

### Updated GPRA Interview Tool

SAMHSA released an updated GPRA interview tool that must be used for all interviews beginning January 21, 2023. This updated tool has removed questions that were deemed unnecessary and streamlined sections of the data collection process to make it easier for both the interviewer and the client. Please visit the MD GPRA page to access the reporting tool: [GPRA Reporting Webpage](#).

### GPRA Interview Submission:

You will now submit all GPRA interviews using Qualtrics instead of RedCAP. The survey site looks different from RedCAP, but functions in much of the same way. In Qualtrics you can:

1. Upload a scanned copy of the GPRA Interview Tool
2. Enter the data manually, or
3. Both upload a scanned copy and enter the data manually.

Any of these options are sufficient for submitting completed interviews.

## Budget Revisions



This year, we were required to add more detail than ever to our SOR III budget justifications for each initiative that is funded through this grant. Moving forward, budget line items — such as purchase of care, travel, advertising, other supplies and human services contracts — will need to be accompanied by a justification and unit cost breakdown.

## SAMHSA site Visit 2023

Day 1 **Presentation to SAMHSA**

Day 2 **Visit to Gaudenzia  
Visit to Baltimore Harm  
Reduction Coalition**

The SAMHSA site visit conducted July 20-21, 2023 for the Maryland State Opioid Response (SOR) 2020 No Cost Extension (NCE) and SOR 2022 was a success! The SOR team and other BHA program staff presented an overview of the Maryland opioid crisis and challenges, along with a summary of all the SOR program initiatives. The SAMHSA Grants Projects Officers led a question and answers session with the BHA SOR program leads, visited Gaudenzia's crisis beds and the Baltimore Harm Reduction Coalition where they were able to see first hand the wonderful work our providers are doing for the community. We are grateful for the BHA program leads, our providers, and the Opioid Operational Command Center for making this possible.

## In the Spotlight

### Electronic Mobile Comprehensive Health Application

Electronic Mobile Comprehensive Health Application (EMOCHA) is a medication adherence application that delivers a digital form of Directly Observed Therapy, a practice used by public health departments across the country for over 40 years. In this model, a healthcare worker virtually observes a patient taking every dose of their medication through the application on a phone or laptop and supports the patient in addressing social and behavioral adherence barriers. Behavioral Health System Baltimore successfully implemented the EMOCHA project at the University of Maryland School of Medicine through their outpatient treatment services for opioid use disorder.



### Maryland Primary Care Program/Medication for Opioid Use Disorder

The Maryland Department of Health/Program Management Office (MDH/PMO) is seeking to provide participating Maryland Primary Care Program (MDPCP) practices with the resources necessary to implement Medication for Opioid Use Disorder (MOUD) services. MDPCP currently has over **530 practices across the state**, including **12 Federally Qualified Healthcare Centers (FHQCs)**. The MDPCP/MOUD program addresses a critical component of Maryland's State Opioid Response Plan to expand access to life-saving medications for treating opioid use disorder, using the Food and Drug Administration-approved drugs that can be prescribed in office-based settings. The MDPCP/MOUD initiative is set to begin implementation in SOR III Year 2 starting September 30, 2023 through September 29, 2024.

## SOR Success Story



Ms. KN came to Gaudenzia as a referral from the WARMS center. Ms. KN is a 67-year-old African American woman who is non-ambulatory and has dementia. When Ms. KN came to us she did not have any support from family, friends, or outside agencies (that she could recall). Ms. KN did not have health insurance, identification documents, or funding. Ms. KN came to us initially for substance abuse yet her need for individualized care and assisted living became a priority. Ms. KN now has both Medicare and Medicaid and she is now able to be assessed properly for mental and physical health needs. Ms. KN now has access to the family including her sister and aunts as additional support. Ms. KN was transferred to an assisted living facility and attends meetings daily. Ms. KN was able to regain access to her bank account, bank card, retirement, and SNAP benefits. She is waiting to hear back from SSI regarding disability funding. Ms. KN is well on her way to healthy supportive living with the efforts of Gaudenzia.

## Mark Your Calendar

End of Year Progress Report - Due by December 29, 2023!

You can begin to prepare your reports now based on the following:

- Major accomplishments for each of your approved activities (i.e., treatment, recovery support and prevention). Include outcomes data for each activity; and
- Barriers and how you have addressed them. Include any barriers still left to address.

### Carryover Funding

SOR III Year One will be due by the end of December 2023  
Those funds are not approved until the following year and dispersed in March 2024.

### ASKED & ANSWERED: SOR IIIFAQS

▶ Find and review the full  
[SOR FAQ document](#)



[Behavioral Health Administration](#)  
[55 Wade Avenue](#)  
[Vocational Rehabilitation Bldg.](#)  
[Catonsville, MD 21228](#)  
[410-767-6500](#)  
[Health.maryland.gov/bha](http://Health.maryland.gov/bha)





# Requesting Assistance



Contacting us by using the right method will expedite resolution of your issue.

Use of self-service capabilities that are available (training videos, provider alerts) will expedite resolution of your issue

Item	Method to Contact Optum
Authorization Backdating	Instructions can be found in this alert: <a href="#">3.29.23 Backdating Exception Authorization Request.pdf (optum.com)</a>
Password resets	omd_incedo_admin@optum.com
Training Assistance	<a href="#">Optum Maryland - Provider Training &amp; Education</a>
Claim status	Contact the Call Center at 1-800-888-1965
Authorization Corrections	Instructions for submitting authorization corrections: <a href="#">Changes to Submitting Authorization Corrections-APPROVED.pdf (optum.com)</a>
Optum MD FAX	1-855-293-5407 <ul style="list-style-type: none"><li>Do not fax claims, letters, or forms (other than the ones below) to this fax number.</li><li>This fax is only used for MCO/DORS Release of information forms. Access the contact us menu on the web site for a description of the intake areas for these items.</li></ul>

- Known Incedo system issues will first be reported on the Incedo dashboard.
- Issues that extend beyond one business day will be posted on the [Optum Maryland website](#).
- Issues affecting log-in to the Incedo portal will be posted on the [Optum Maryland website](#) as soon as they are discovered.

# MDH Updates

## Audit of Denied Claims

- In a provider alert dated July 17, 2023, the Maryland Department of Health (MDH) announced that a project to audit denials for claims originally received by Optum in CY2020 and CY2021 began on July 1, 2023.
- As a result of this audit, Maryland service providers who billed the Public Behavioral Health System (excluding laboratories and acute care general hospitals) may benefit from this audit of denials.
- Detailed reports will be made available to providers, accompanied by a summary showing the total billed dollars of the denied claims. This information will be delivered to the Incedo Download folder.
- In the next quarter (July-September 2023), providers will need to ensure they have an Incedo “Download” folder to facilitate delivery of this information through the Optum portal.
- If providers have a balance due for estimated payment or other reprocessing projects, including negative balance, those balances will be satisfied first. Any reprocessed claims will yield PRAs so providers will be aware of any benefit from this project.
- Providers who are concerned about 2019 claims that were submitted to the previous Administrative Services Organization (Beacon Health Options), not to Optum, will be informed of a process to dispute these denials in a future provider alert.
- Please see the [July 17](#) provider alert for full details.
- Please send questions to [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

# TPL/COB Processing and Reprocessing

# TPL/COB Processing and Reprocessing

## • 2020/2021 TPL Claims Paid as Primary then down adjusted

- Claims were paid as primary, then retracted based on updated TPL files from MDH loaded to Incedo
- **DOS through 12/2022 are complete**
  - **2022 Claims**
    - Processed 347 claims with \$65k
    - Paid on checkwrite 12/1/2022
- **Optum continues to align with MDH and implement processing requirements for the post public health emergency processing of COB claims (See 8/2/2022 provider alert for details).**
  - This will include an update to the COB portion of the handbook and other provider notifications.

## • Important information

- **See Provider Alert: 9-22-22: New: Process for Electronically Submitting COB Claims with an EOB**
  - Now able to submit EOBs for \$0 pay from another payor through the Portal:
  - When other carrier paid, complete boxes 11d, 9 a and d, and box 29
  - Submit the claim electronically through the portal or 837 process
  - See the provider alert for specific/detailed instructions
- **See Provider Alert: 8-5-22: Issues Impacting Participant Eligibility**
- **Medicare Advantage Plans:**
  - Update guidance will result in the following:
    - Claims submitted to OPTUM will deny for Service Payable by Other Primary Carrier
    - Providers must submit to Medicaid via paper or portal submission
    - Instructions can be found: <https://health.maryland.gov/mmcp/pages/provider-information.aspx>
    - E Medicaid Portal and Instructions: <https://encrypt.emdhealthchoice.org/emedicaid/>
- **MDCR Crossover Claims:**
  - Do not send to Optum
    - These will result in denial of Service Payable by other Primary Carrier
  - Will automatically cross from Optum to MDH for processing
- **Participant disagrees with TPL Record:**
  - Process outline in previous meeting notes