



ASO Communications Summary

December 13, 2019

Question	Date Question Submitted	Question Addressed
A – Billing & Payment		
<p>1 – LAST CLAIM SUBMISSION. Last day to submit claims is 11:59 PM on 12/29/19 to end up on January 2nd claims run. Electronic claims can go to Optum via clearinghouse on 12/30 or 12/31 but direct portal won't be available for claims submission at Optum until January 1st.</p> <p><i>CBH Request: This means providers will not be able to close out December books and realize December revenue until the end of January. This is different than in past transitions, and it has a negative impact on provider cashflow. Request MDH follow-up to understand why Beacon isn't running its claims through 11:59 PM on 12/31/19.</i></p>	November 4, 2019	12/29/2019 (X18). (CBH to follow up)
<p>2 – LAST CLAIM SUBMISSION. Mental health RTC claims can't be split and are monthly claims. The 12/31 billing should go to Optum. <i>CBH Request: See above.</i></p>		(CBH to follow up)
<p>3 – UA CHILD MODIFIER. Please note corrected alert. The UA child modifier applies only to OMHC services, not other service lines for child in PRP, SUD, TCM, etc.</p>	12/13/19	
<p>4 – OPTUM SURVEY: HOW TO COMPLETE. After much discussion, Optum clarified that the survey is supposed to be completed with a TIN and survey response for every PROVIDER TYPE, not service line or site.</p>		
<p>5 – OPTUM SURVEY: HOW TO REVISE. Optum did not provide clear guidance on what steps should be taken by providers who didn't fill out the survey correctly.</p>		
<p>6 – OPTUM SURVEY: ENTERING HOURS. Several providers have had problems completing the hours question on the survey. The screen will not let you advance if the field is blank or, per some reports, if it says NA.</p>	12/13/19	Try inserting zeros or the word "closed."
<p>7 – TOKEN DISTRIBUTION. Token coming today to those who submitted survey. Notice that token emails went out will also be provided via Alert.</p>		
<p>8 – CLAIMS REPROCESSING TRANSFER. How will unresolved billing provider issues with Beacon be transferred to the new ASO vendor? Will there be a list of "open tickets" transferred from Beacon to Optum?</p>	August 5, 2019	"Non-adjudicated claims from CY19 will be transferred," X10
<p>9 – CLAIMS REPROCESSING TRANSFER. Will providers have the opportunity to review the list of reprocessing claims and identify any omissions? How will the status of pending issues like these be identified and managed during the transition period?</p>	12/13/19 (PC)	No. Providers may submit inquiry to confirm their status to general email.
<p>10 – CLAIMS TRAINING. When will providers be oriented to Optum's training system?</p>	8/5/19	On 12/16 and 12/20. See ASO transition website for training times.

11 – CLAIMS TESTING. The FAQs state, "Once overall testing of the system is complete, providers will be able to test their clearinghouse and claims submission. More information from Optum will be forthcoming in November."	November 4, 2019	Per 12/13 PC response, limited testing by invite only. (CBH to follow up)
12 – CLAIMS TESTING: MD-SPECIFIC SERVICES. How will Maryland-specific claims processing for residential crisis services and supported employment be tested and piloted to ensure that billing is working prior to January 1?	11/4/19, 12/12/19 (CBH)	Question not addressed nor info provided on when answer will be available
13 – M NUMBER. Clients who were initially uninsured are assigned an M-number instead of a Medicaid number. Even if the client becomes Medicaid-insured, Beacon continues to track them by the M-number. Will M-number assignments be transferred to the new vendor?	8/5/2019 (PC), 12/12/19 (CBH)	"Optum has already received and will continue to receive the open auth file which includes uninsured spans" X10(3) No change to uninsured workflow per 12/13 PC
14 – OPTUM PAYER ID. What is Optum's payer ID? (please note that document calls it a submitter ID but we believe that it is a payer ID)	11/5/19 (PC)	OMDBH (X18).
15 – OPTUM PAYER ID. Clearinghouse indicates implementation of Optum payer ID will take 3 weeks.	12/13/19	No clear response (CBH to follow up)
16 – OPTUM PAYER ID. Member EMR indicates implementation of Optum payer ID will take 3 weeks.		No clear response (CBH to follow up)
17 – PROVIDER SUBMITTER ID. How can providers obtain a submitter ID?	November 5, 2019 (PC)	This will be provided on 12/16/19 to providers who completed Optum survey
18 – BILLING COMPANION GUIDE. When will Optum's billing companion guide be available to providers?	December 2, 2019	Posted on ASO transition site on 12/12/19
B - Authorizations		
1 – AUTH TRANSFER. Will open authorizations be transferred to the new vendor electronically?	August 5, 2019	Yes (X4)(3)
2 – AUTH TRANSFER. Will textual notes and files transfer with the auth?	August 5, 2019	GAF scores, risk ratings will transfer. Textual notes & pdfs will not.
3 – LAST AUTH DATE. What is last date that Beacon will accept authorizations?	November 4, 2019	12/31/2019 (X18(2))
4 – VOIDED, PENDED AUTHS. Discussion re Beacon will not accept front-loaded auths. Offline discussion re need for concurrent auths for PRP, RRP to be pended by Beacon and transferred to Optum, not voided.	12/13 (PC)	No clear response (CBH to follow up)

5 – RRP AUTH UNITS, LEVELS. Beacon had training issue with auth staff. Providers urged to contact Joana Joasil if having problems with auths.	12/13 (PC)	
6 – RCS. For residential crisis services, will the referral agency be required to do pre-certs for crisis services and/or other services or will the crisis provider be able to complete the authorization?	November 5, 2019	Optum to review post-transition (CBH to follow up)
7 – OMS. What is replacing OMS?	12/13	Vague response – a tracking system (CBH to follow up)
8 – AUTH CONTINGENCY PLAN. What plans are in place if Optum’s auth system not working on January 1?	12/13	There will be a temp waiver
9 – PAYMENT CONTINGENCY. The FAQs note that Optum anticipates using paper checks for a few weeks (X18). How long is this anticipated to last?	December 2, 2019	It’s a contingency plan only.
10 – PAYMENT CONTINGENCY. The FAQs note that Optum anticipates using paper checks for a few weeks (X18). How will Optum verify the provider address on file?	December 2, 2019	
11 – CROSS_VENDOR RECOUPMENT. In past ASO vendor transitions, the new vendor has recouped claims from providers without adequate notice or sufficient detail to identify impacted claims. We request that no payment recoupments or take-backs occur across ASO vendors unless the vendor has given 30-days notice of the anticipated take-back to the provider, describing the impacted claims by client number and date of services.	August 5, 2019	More guidance forthcoming (X4(8)), not available as of 11/25
C - Communication		
1 – When and where will providers be able to access links to the trainings?	August 5, 2019	ASO transition site TBD
2 - What provisions does the new vendor anticipate having in place to ensure timely communication with the provider community?	August 5, 2019	MD email sign-up
4 - At the October Provider Council, MDH indicated that Beacon’s archive of provider alerts would not be migrated into Optum’s provider website, although a copy would be stored for audit purposes (see X8(5)). There is no up-to-date alternative library or manual of policies, billing rules and transmittals for providers to reference. In order to promote compliance with MDH’s existing rules and policies, providers must be able to access and reference the rules and policies. Access to the alert archive is essential for providers and the stakeholder community. We urge this to be incorporated into the ASO transition planning.	November 4, 2019	Full archive to migrate to Optum and be publicly available, 12/13 PC
5 - <i>If the new vendor is unable to start as anticipated on September 1, will the state delay the January 1 implementation date? If delays occur during the transition period, what processes are in place to allow evaluation of extending the implementation date?</i>	August 5, 2019	<i>Question not addressed nor info provided on when answer will be available</i>
6 - <i>When will providers' previously submitted questions be answered?</i>	November 4, 2019	<i>Question not addressed nor info provided on when</i>

		answer will be available
F - Vocational Rehabilitation Transition		
1 - Evidence-based supported employer providers need to obtain new MA/NPI number before January 1	Announcement, 11/5/2019	Contradicted by X4(3) , X8
2 - Do non-evidence-based programs also need to apply for new MA number?	Hall email, 11/19	Yes per email from S. Reeder, 11/19
3 - Do providers need to secure LBHA letter of agreement?	Doyle email, 11/15	No per email from S. Reeder, 11/16
4 - Can MDH share a weekly progress report of ePrep status for all impacted vocational rehabilitation & EBP members providers?	Doyle email, 11/15	No
5 - Is new NPI required? If so, with what taxonomy code? Providers reported conflicting interpretations to MDH guidance on this question during the Supported Employment provider webinar.	Hall email, 11/19	Per 11/27 email: "On November 20, 2019, Medicaid released a webinar regarding the Supported Employment (SE) providers. Within this webinar, Medicaid mistakenly stated that SE providers who are currently enrolled in Medicaid as a Psychiatric Rehabilitation Program (Provider Type PR) would be able to transfer their existing NPI number to their new provider type SE. This information was incorrect. SE providers must have an NPI that is unique to their SE provider type."
6 - Will open auths transfer even with new NPI?	Hall email, 11/21	Email from S. Reeder, 11/21
G - Training		
1 - <i>It would be helpful to know what will be covered in the trainings in order to ensure that the correct staff participate? Will it cover provider registration and EMR alignment with Optum's system? Authorizations? Billing?</i>	November 5, 2019	Question not addressed nor info provided on when answer will be available
2 - <i>Will trainings be recorded and posted in an online library so staff can refer to them?</i>	November 5, 2019	ASO transition site TBD

3 - For the provider types listed as "coming soon," when will that be? How will auths and payment for those services be handled until training is set up?	November 5, 2019	Partial additional listed added to transition website (X24)
4 - There are no trainings listed for residential crisis services. When will they be scheduled	November 5, 2019	Question not addressed nor info provided on when answer will be available
5 - The December 5th PRP training date is no longer available, leaving PRP providers with about 3 weeks from the date of the training to full transition. Can additional meetings in early December be scheduled so that providers have sufficient time for testing and staff training?	November 5, 2019	Question not addressed nor info provided on when answer will be available

Communications Chronology

The table below lists and, where possible, links to substantive communications between MDH and CBH concerning the ASO transition. For referencing, each document has been assigned a number.

Date		Document No.
8/5/2019	CBH submits 7 ASO transition questions to Provider Council	X1
8/9/2019	August Provider Council: Selection of Optum announced	X2
9/9/2019	CBH submits 3 additional ASO transition questions , on top of pending 7 to Provider Council	X3
9/13/2019	September Provider Council: Transition discussed, with assurance that MA/NPI numbers will not change.	X4
9/26/2019	Provider Alert: Beacon Payment Delay	X5
10/3/2019	CBH submits 5 new ASO transition questions , on top of pending 10 questions to Provider Council	X6
10/8/2019	Provider Alert: Beacon Payment Delay	X7
10/11/2019	October Provider Council	X8
10/15/2019	Provider Alert: Beacon Payment Delay	X9
10/18/2019	Provider Alert: Transition website update and FAQs posted	X10
10/23/2019	Provider Alert: Beacon Payment Delay	X11
10/29/2019	Provider Alert: Beacon System Unavailable, 11/2 and 11/3	X12
11/4/2019	Provider Alert: Optum Training Schedule	X13
11/4/2019	CBH submits 5 new ASO transition questions , on top of pending 15 questions to Provider Council	X14
11/5/2019	CBH submits 7 new ASO transition questions , on top of pending 20 questions to Provider Council	X15
11/6/2019	Provider Alert: ROI	X16
11/7/2019	Provider Alert: Revised ROI	X17
11/8/2019	Provider Alert: ASO Transition Key Information	X18
11/8/2019	November Provider Council	X19
11/13/2019	Provider Alert: Beacon System Unavailable, 11/13	X20
11/13/2019	Provider Alert: Beacon System Unavailable, 11/15	X21
11/15/2019	Provider Alert: Optum ASO Press Release	X22
11/21/2019	Provider Alert: Beacon System Unavailable, 11/21	X23
11/21/2019	ASO Transition web link: expanded list of trainings updated	X24
11/22/2019	Provider Alert: Beacon System Unavailable, 11/22	X25
11/22/2019	Transition Website, Provider Guide & FAQs Updated	X26 (2 links to left)
	Mystery document – undated, no identifying author	X27
11/26/2019	Optum Provider Alert – UA Modifier for Child Services	X28