Status of CBH Information Requests

Question	Date Question Submitted	Question Addressed
A - Claims Processing Generally		
1 - 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?	August 5, 2019	"Optum has already received and will continue to receive the open auth file which includes uninsured spans" X10(3)
2 – Will providers be able to submit claims directly via Optum's website or do they need to work with a clearinghouse to do so?	September 9, 2019	Yes (X4)
3 - What kinds of reports will providers be able to run off of the new vendor's system?	*October 3, 2019*	*Question not addressed nor info provided on when answer will be available*
4 - 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?	*November 4, 2019*	*Question not addressed nor info provided on when answer will be available*
5 - 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*	*Question not addressed nor info provided on when answer will be available*
6 - Providers have to modify their EMRs to point to Optum's system. That can require contract modifications, an EMR vendor to prioritize the work, and execution. With trainings not beginning until December, providers may not be able to ensure that their EMRs are ready by January 1. Will any trainings be scheduled in November to allow a longer lead time?	*November 5, 2019*	*Question not addressed nor info provided on when answer will be available*
7 – What is Optum's submitter ID?		(X18).
8 – How can providers obtain a submitter ID?	*November 5, 2019*	*Question not addressed nor info provided on when answer will be available*
B - Authorizations		
1 - Will open authorizations be transferred to the new vendor electronically?	August 5, 2019	Yes (X4)(3)

2 - Will providers have to assign departmental or individual licenses to access the new vendor's authorization system? Providers need to schedule and train the appropriate number of staff, a process that could take weeks and should take place before Thanksgiving to avoid staff vacations associated with the holidays.	*September 9, 2019*	*Auth & claims trainings start 12/2 (X??) but no registration available as of 11/25?*
3 - Will any textual clinical notes transfer with the authorization, such as those noting acuity or factors impacting medical necessity for individual clients?	*August 5, 2019*	*Question not addressed nor info provided on when answer will be available*
4 - What is last date that Beacon will accept authorizations?	November 4, 2019	12/31/2019 (X18(2))
C - Billing & Payment		
1 - 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? If so, will providers have the opportunity to review it and identify any omissions? How will the status of pending issues like these be identified and managed during the transition period?	August 5, 2019	"Non-adjudicated claims from CY19 will be transferred," X10
2 - The timing of payments is critical to providers' operational workflows. When will providers be oriented to the new vendor's payment processing system?	*August 5, 2019*	*Some time in December. Additional detail unavailable.*
3 - 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." What date in November will this info be available? Providers have to train all billing staff on the new billing system and all clinicians on the new auth system, which can take weeks	*November 4, 2019*	*Some time in December. Additional detail unavailable.*
4 - What is Beacon's planned last date to accept claims? In past, departing ASO vendors have asked providers to submit all claims by about December 15th.	November 4, 2019	12/29/2019 (X18).
5 - On what date in December will Beacon stop accepting uninsured spans?	*November 4, 2019*	*Question not addressed nor info provided on when answer will be available*
6 - Is the plan still for us to be able to bill health home services to Optum as of January 1st ?	November 4, 2019	No. Optum email to health home providers, 11/11/2019
7 - What provisions are in place to prevent payment disruptions to providers?	*November 4, 2019*	*Question not addressed nor info provided on when answer will be available*
8 – The FAQs note that Optum anticipates using paper checks for a few weeks (X18). How long is this anticipated to last?	*To be submitted*	

		December 2, 2019	
9 – The FAQs note that Optum anticipates using paper checks for a few weeks (X18). How will Optum verify the provider address on file?		To be submitted December 2, 2019	
10 – When will Optum's billing companion guide be available to providers?		To be submitted December 2, 2019	
D - Limitations on Cross-Vendor Take-Backs			
1 - 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*
E - Communication			
1 - 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
2 - 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?		*August 5, 2019*	*Question not addressed nor info provided on when answer will be available*
3 - 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*	*Question not addressed nor info provided on when answer will be available*
4 - When will providers' previously submitted questions be answered?		*November 4, 2019*	*Question not addressed nor info provided on when 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, 11/151*	*No substantive response to date*
5 - Is new NPI required? If so, with what taxonomy code?	Hall email, 11/19	Yes per email from S. Reeder
6 - Will open auths transfer even with new NPI?	Hall email, 11/21	Email from S. Reeder, 11/21
G - Training		
1 - *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?*	*November 5, 2019*	*Question not addressed nor info provided on when answer will be available*
2 - *Will trainings be recorded and posted in an online library so staff can refer to them?*	*November 5, 2019*	*Question not addressed nor info provided on when answer will be available*
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 [minutes not available as of 11/25]	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 (not distributed via alert)	X24
11/22/2019	Provider Alert: Beacon System Unavailable, 11/22	X25
11/22/2019	Transition Website, Provider Guide & FAQs Updated (not distributed via alert)	X26 (2 links to left)
	Mystery document – undated, no identifying author	X26