

# Performance-Based Reconciliation Timeline

Step 1: Deliver all 835s

835s for all claims submitted to Optum from January 1, 2021, to present day (minus 14 days) are delivered to providers, including PRP encounters, retro-eligibility and TPL reprocessing, and so-called Payspan error

Step 2: Optum corrects its errors

All claims denied, rejected or underpaid due to errors in Optum's claims system are corrected. Optum will issue 835s on all claims reprocessed. **Pencils down on constant reprocessing of reconciliation-period claims.**

Step 3: Optum delivers rejection reports

After Optum has corrected all Optum-caused denials, rejections and claims paid at incorrect rates, they will submit a consolidated list of the REMAINING 1) rejected claims (which receive no 835) and 2) denied claims and 3) partially paid claims—these reports should include check numbers, provider claim IDs, MA #s, client names, DOS, and CPT codes--to providers so claims can be identified and resubmitted.

# Performance-Based Reconciliation Timeline

## Step 4: Check Optum's work

Once Optum has completed Step 2--including sending any final 835s--AND Step 3, providers will review 835s for claims with reconciliation DOS and submit any correction requests, and will review rejection report and resubmit any pertinent claims.

## Step 5: Optum corrections

Optum will correct, re-process, and issue 835s on provider's Step 4 feedback.

## Step 6: Check Optum's work

Once Optum has completed Step 5 and sent final 835s, providers will review 835s for claims with reconciliation dates of service and submit any correction requests to Optum. Optum makes final corrections.

# Performance-Based Reconciliation Timeline

Step 7: Claims ID'd for Appeal

After Optum has made final corrections, if there are denied or rejected claims whose adjudication status is still in dispute, providers will have an opportunity to submit these to a 3<sup>rd</sup> party mediator for appeal.

Step 8: Appeals

Third party mediator will review claims submitted for appeal and respond to provider with a determination and rationale for each individual claim. Successful appeals will be sent to Optum to overturn.

Step 9: Optum overturns successful appeals

Optum will reprocess successfully appealed claims and remit requisite 835s.

# Performance-Based Reconciliation Timeline

Step 10:  
Itemized  
estimated  
payments

Optum will send an itemized list of each estimated payment and a total of those payments to providers.

Step 11:  
Payment  
Verification

Providers will verify all estimated payments received. Payments never received or never cashed will be verified and removed from balance by Optum. Consensus between Optum and individual providers on estimated payment total received will be reached.

Step 12:  
Match  
Reconciliation

Optum will match Step 10 estimated payments total to the final balance of claims with dates of service between January 1, 2020 and August 2<sup>nd</sup>, 2020 . These claims would exclude Beacon claims and claims paid live in early January.

# Performance-Based Reconciliation Timeline

Step 13:  
Providers  
check Optum  
Math

Providers will match estimated payment total to the final balance of claims.

Step 14:  
Recoupment

For those providers with a balance owed, payments will be remitted to Optum weekly in equal amounts over the course of one year, or upon a mutually agreed upon frequency.

Step 15:

Optum will provide a receipt to each provider for each balance payment received.