



Dual Check-Write Frequently Asked Questions

On the check-write of the week beginning October 19, 2020, Optum Maryland will implement a dual check-write process to separate new-day claims payments and PRAs from payments and PRAs for prior day claims. Below, we answer provider questions regarding this process.

1. What do the terms “new-day claims” and “prior-day claims” mean?

Prior-day claims: Claims that were originally processed from January through August 2, 2020, during the period of estimated payments. These claims have been applied (offset) against the provider liability created by estimated payments and were not paid out.

Going forward, prior-day claims will include all claims with dates of service prior to August 3, 2020. These amounts apply against the estimated payment balance and will not be paid out to the provider until the estimated payment balance is zero.

New-day claims: Claims with dates of service from August 3, 2020 forward which are paid out on the weekly check-write cycle.

2. Why is this dual check write cycle needed?

In some instances, prior-day claims with an original processed date between January and August 2 have been reprocessed on a date of August 3 or later. This would move the claim to a new-day status and the claim would pay on the new-day check-write cycle, instead of being applied to the provider’s estimated payment balance.

3. What is the benefit of this process to providers?

Implementation of this dual check-write process will mean that the Provider Remittance Advice (PRAs) will more clearly identify ‘new-day’ claims vs. prior claims. This will help providers to clarify which claims are applicable to the reconciliation time frame.

4. What will the outcome of the dual check-write cycle look like to providers?

Cycle 1- Prior day claims (for DOS prior to August 3, 2020):

- Thursday: Providers can access PRAs/835s in their PaySpan Account.
- If the provider has an Estimated Payment balance, the claims payment will be offset against balance.
- If the provider has an Estimated Payment balance that is met with claims adjudicated, the claims payment will be offset against the Estimated Payment balance, and the remaining claims balance will be paid.
- If the provider has no Estimated Payment balance or never received an Estimated Payment, the claims will pay.

Cycle 2- New day claims (for DOS August 3, 2020 and after):

- Claims eligible for payment are paid, regardless if the provider has an Estimated Payment balance or not.
- Thursday: Providers can access PRAs/835s/Payment information in their PaySpan Account.

Example scenario:

A provider received estimated payments of \$200,000 total.

Two hundred (200) claims have been processed, each paying \$100.

150 of the 200 are for dates of service in September, totaling \$15,000.

The remaining 50 are for services from May being reprocessed after August 2, totaling \$5,000.

The process prior to implementing two-cycle check-write payments included one element.

All were paid out in payments totaling \$20,000 because the processing date fell on or after August 3.

The provider's estimated payments liability remained \$200,000, as the \$5,000 (prior day claims) was paid out instead of offsetting the estimated payment.

In the two-cycle check-write, payment will now include two elements.

A check for \$15,000 (the September dates), and one showing \$5,000 (the May dates), with no payment.

The provider's liability for estimated payment will then decrease by \$5,000 to \$195,000.

5. Will the new day check-write cycle be affected in any way by this new process?

No. The new-day check-write process will continue to run on the same timeline, with payment and PRAs being delivered on Thursdays. Optum Maryland has successfully validated this process with a group of providers over several weeks.

6. Will older claims be reprocessed, or does this process only affect claims going forward?

This approach will be used going forward and will not affect any claims that have already been processed, including the processed “tranche 3” claims, which are being released as quality assurance checks are completed.

7. What do providers do about payments that have already gone out for prior day claims that should have been offset against estimated payments?

Because these claims have not offset against estimated payments, they have not reduced the provider’s liability for the estimated payments. This will require settlement during the reconciliation process. The exact action that will be needed will vary and will be worked directly with impacted providers.

8. Do providers need to take any action regarding the dual check-write cycle?

Providers do not need to take any action. If you have questions about any of your PRAs or payments, please contact maryland.provpymt@optum.com, Customer Service at 1-800-888-1965 or your Reconciliation Manager.