



# PROVIDER ALERT

**December 31, 2019**

Effective January 1, 2020, Optum Maryland will become the new administrative service organization for the Maryland Public Behavioral Health System.

Our [Incedo Provider Portal](#) will be available to providers at 8:00 AM (EST) on January 1, 2020 and will allow you to begin servicing participants that are part of the Maryland Public Behavioral Health System. We have created a [Quick Reference Guide](#) that will assist your staff to navigate the Incedo Provider Portal..

If you have questions regarding the Optum Maryland Public Behavioral Health System, our Optum customer service representatives will be taking your calls at 1-800-888-1965. Starting Thursday, January 2, 2020, Optum Maryland personnel will be available 7 a.m. until 7 p.m. ET, Monday through Friday. Or you may email your questions to: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com).

Thank you,  
Optum Maryland Team

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