

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

March 29, 2023

#### Provider Alerts

Provider Alerts are posted to [Maryland.optum.com](https://Maryland.optum.com) on a regular basis and delivered to your mailbox weekly.

#### Target Audience: All Behavioral Health Providers

- 3-29-23: [Incedo Portal System Downtime - April 1](#)
- 3-29-23: [April Provider Council Meeting Invite](#)

#### Training Opportunities

Although there are no training events for the remainder of March, the Optum Maryland [April Provider Training Calendar](#) is now posted on [maryland.optum.com](https://maryland.optum.com). Please see below for upcoming training opportunities.

#### Claim Submission - Incedo Provider Portal

Tuesday, April 6, 2:00-3:30 p.m., EDT

To Register, Click [Here](#)

Next Session: May 2023

#### Authorization/Service Request

Tuesday, April 11, 10:00 a.m.-12:00 p.m., EDT

To Register, Click [Here](#)

Next Session: May 2023

#### BHA/MedChi Webinar Series: Helping the Helpers and Those They

**Serve:** *Meditations for Easing the Mind and Giving It Happiness and Kindness.* Amy Hatfield, MS, RD, LD.

Thursday, April 13, 5:00 p.m., EDT

[Register here.](#)

#### News and Reminders

1. Letters regarding Medicaid negative balances were delivered to the Incedo Download folder (of affected providers) by March 28. Please look for the file name beginning "MEDICAIDNEGBAL." These letters have also been sent by certified mail.
2. Additional information has been added to the "Backdating Exception Authorization Request" provider alert (originally released February 2, 2022). Please click [here](#) to view the updated provider alert.
3. A provider alert titled "Incedo Log-on Issue: Identified and Resolved" went out on March 28th. The target audience was labeled incorrectly as "PT23/PT27." This should have stated for "All Behavioral Health Providers." This alert has been updated and corrected [here](#).

**The next Bulletin will be sent during the week of April 2.**

Thank you,

Optum Maryland Team