

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

April 20, 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

- 4-20-23: [Incedo Portal System Downtime - April 22](#)
- 4-20-23: [NEW: Participant Eligibility Reporting](#)
- 4-20-23: [Reminder: Uninsured Eligibility Process](#)

#### Training Opportunities

There are no training events for the rest of the month of April.

Please visit the [Provider Education and Training](#) page of [maryland.optum.com](https://maryland.optum.com) for self-paced guidance on topics, including:

- Incedo Authorization Requests
- Incedo Claim Submission
- Maryland Recovery Net Requests/Claim Submission
- UB04 Claim Submission

#### News and Reminders

1. Xylazine is being mixed with street drugs, and it has increasingly been detected in overdose deaths in Maryland. Some people use it unintentionally because they don't know it's in the drug supply. Behavioral health providers can find more information about [xylazine for medical professionals](#) or learn more at [beforeitstoolate.maryland.gov/xylazine](https://beforeitstoolate.maryland.gov/xylazine).
2. The Maryland Department of Health (MDH) has launched the "Medicaid Check-In Campaign 2023." Please click [here](#) to view this MDH transmittal dated April 18,

2023 which provides information regarding upcoming changes affecting Medicaid renewals (re-determination).

3. Interest payments for the period March 1 – March 31, 2023, have been mailed to affected providers. Letters and claim details have been delivered to the Incedo "Download" folder.

- Letter filename begins "MARCH2023INTEREST"
- Claim filename begins "Interest"

**The next Bulletin will be sent during the week of April 24th.**

Thank you,

Optum Maryland Team