

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

August 9, 2023

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly.

Target Audience: All Behavioral Health Providers

- 8-9-23: [Incedo Portal System Downtime - August 12](#)
- 8-9-23: [Critical Incident Report Requirement](#)

Training Opportunities

The [Optum Maryland August Provider Training Calendar](#) is now posted on maryland.optum.com. Please see below for upcoming training opportunities.

Claims Submission

Thursday, August 10, 2:00-3:30 p.m., EDT

To Register, Click [Here](#).

Next Session: September 2023

BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve: Mindfulness for Healthy Eating. Amy Hatfield, MS, RD, LD.

Thursday, August 10, 5:00 p.m., EDT

[Access the flyer](#) or register [here](#).

Uninsured Eligibility

Tuesday, August 15, 10:00-11:00 a.m., EDT

To Register, Click [Here](#).

Next Session: October 2023

ABA Requests

Thursday, August 17, 2:00-3:30 p.m., EDT

To Register, Click [Here](#).

Next Session: November 2023

Authorization/Service Request

Thursday, August 24, 2:00 p.m. - 4:00 p.m., EDT

To Register, [Click Here](#)

Next Session: September 2023

Webinar Opportunity: ASAM Criteria in the SUD Residential Setting

As detailed in a [provider alert](#) dated July 13, 2023, MDH and Optum Maryland are hosting a series of meetings to discuss the ASAM Criteria and how these standards apply in residential settings for 3.1, 3.3, 3.5, and 3.7.

The first webinar was held on July 26. There are two further webinars in this series. Please see dates and registration links below:

[Wednesday, August 30, 2023 | 2:00 – 3:30pm EDT](#)

[Wednesday, September 27, 2023 | 2:00 – 3:30pm EDT](#)

Please note; these webinars build upon each other, so we recommend that providers attend each of the remaining calls.

News and Reminders

1. In response to provider feedback, the weekly Participant Eligibility Report has been updated to reflect the treatment site NPI (the location the patient received treatment) in the NPI field, instead of the provider's main site NPI. This update is effective as of August 9, 2023.
2. The August Provider Council Meeting will be held on Friday, August 11th at 10:00 a.m., EDT. Click [here](#) to register.
3. An MDH Transmittal titled: "[Billing Reminder for Hospitals Seeking Reimbursement for Carved-Out Behavioral Health Services](#)" has been posted on the Optum website.
4. The MDH 988 Toolkit includes free materials (including posters, graphics and information targeting youth, veterans and LGBTQ+ Marylanders) to promote the 988 Suicide & Crisis LIneline in Maryland. We encourage everyone to [visit this page](#) regularly and share the latest resources. [Learn more about 988](#).
5. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment by **December 31, 2023**. Any

balances that remain outstanding after that date will be referred to the [Central Collections Unit \(CCU\)](#).

- Current balances are reported at the bottom of the weekly PRA and on the Claim Lifecycle Report.
- For assistance at any time, please reach out to the Optum Maryland Reconciliation Team at maryland.provpymt@optum.com.

The next Bulletin will be sent during the week of August 13.

Thank you,

Optum Maryland Team