



PROVIDER ALERT

Christmas and New Year Holiday Office Closure

December 13, 2022

Target Audience: All Behavioral Health Providers

In observance of the Christmas and New Year holidays, Optum Maryland's administrative offices and call center will be closed on:

- **Monday, December 26, 2022**, with normal business hours resuming on Tuesday, December 27, 2022, and;
- **Monday, January 2, 2023**, with normal business hours resuming on Tuesday, January 3, 2023.

Our clinical staff will be available for crisis calls and emergency services via the Optum Maryland toll-free number, 1-800-888-1965.

As Christmas Day and New Year's Day both fall on a Sunday, the check-write cut-off date will be brought forward to:

- Thursday, December 22, 2022, at 12:00 noon for the Thursday, December 29, 2022 payment, and;
- Thursday, December 29, 2022, at 12:00 noon for the Thursday, January 5, 2023 payment.
 - Claims received into the Incedo system after 12:00 noon on each of these dates may not appear on the respective check-write.
 - The regular check-write schedule will resume the week of January 8, 2023.

If you have questions about the information contained in this alert, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team