

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

December 13, 2022

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

- 12-13-22: [Holiday Hours and Checkwrite](#)
- 12-13-22: [System Downtime - December 17 \(5:00-7:00 am EST\)](#)
- 12-13-22: [BHA Monthly Updates](#)
- 12-13-22: [Letter to BH Partners](#)

Incedo Fixes

A "hotfix" released to the Incedo system on December 12, resolved the following issues affecting Incedo Provider Portal (IPP) usage:

Authorization Requests:

- The county code should now be displayed properly.
- Provider authorization units that are displaying correctly are no longer being denied for "invalid units."
- Providers should now be able to successfully attach PDFs (up to 5 MB) to authorization requests.

Optum is still working to resolve some of the following issues in our January 2023 system update:

- There are still some difficulties regarding the tabbing functionality when directly adding a claim in Incedo.
- Some providers are seeing duplicated authorizations.

These issues are believed to be resolved. If you continue to experience any of the issues listed above, please contact Optum Maryland Customer Service at 1-800-888-1965.

Training Opportunities

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

Maryland Recovery Net (MDRN)

Thursday, December 15, 2:00-4:00 p.m., EST

To Register, Click [Here](#)

Next Session: March 2023

News and Reminders

1. The [MDH 988 Toolkit](#) now includes resources for youth: Find 988 cards targeting students and schools as well as free promotional materials for all Marylanders (including posters, ads, magnets, and more) to promote this important service. We strongly encourage everyone to [visit this page](#) regularly and share the latest resources. [Learn more about 988 in Maryland.](#)
2. 1099 tax forms will be mailed to providers no later than January 31, 2023. The 1099 tax forms will include the total payments made to providers in 2022, including any claim overpayments. For more information, [please see this alert.](#)

The next Bulletin will be sent during the week of December 18.

Thank you,

Optum Maryland Team