



## PROVIDER ALERT

### Changes to Check-write over the Holidays

December 15, 2023

**Target Audience: All Behavioral Health Providers**

#### Check-write and Provider Payments

Due to Christmas Eve and New Year's Eve falling on Sundays this year, Optum Maryland will run the check-write process two days early over these holidays:

- During the week of December 17, 2023, check-write will be run on Friday, December 22.
- During the week of December 24, 2023, check-write will be run on Friday, December 29.

Claims received into the Incedo Provider Portal (IPP) system, **before 4:00 p.m., EST**, on both Friday, December 22, and Friday, December 29, will be included for adjudication on that week's check-write.

Provider payments will occur as usual on Thursday, December 28, 2023, and Thursday, January 4, 2024.

#### Optum Maryland Call Center Closure

Optum Maryland's administrative offices and call center will be closed on **Monday, December 25, 2023**, and **Monday, January 1, 2024**, in observance of the Christmas and New Year's Day holidays.

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

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