

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

December 15, 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. Below are the provider alerts that have been posted from December 7 to December 15.

#### Target Audience: All Behavioral Health Providers

- [12-15-23: Secretary Memo: Repayment Survey Response Required](#)
- [12-15-23: Change to Check-write Schedule During Christmas and New Year Holidays](#)
- [12-15-23: Extended Incedo System Downtime - Saturday, December 16](#)

#### Training Opportunities

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

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. **Estimated Payment Recoupment Extension:** As shared in the Maryland Department of Health (MDH) [Secretary's memo](#) earlier today, providers who received a survey letter to their Incedo Download folder regarding options for repayment, **must** respond to this survey **no later than December 22, 2023** if you have not already done so.

- If you did not receive a survey letter and believe you should have (e.g., you are a provider actively billing the Maryland Public Behavioral Health System and engaged with Optum regarding repayment of Estimated Payments) please use

the following link to complete the survey:

<https://app.smartsheet.com/b/form/6d801103afe44a0895b4ff39083678fd>

- Information about how to access your Download folder and files within it can be found [here](#). Within your folder, please search for the filename beginning "EPExtensionSurvey."
- For questions regarding estimated payment and negative balance recoupment, please email the Optum Maryland reconciliation team: [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)

2. Transcranial Magnetic Stimulation (TMS) Providers are reminded that TMS services require supervision by a physician. Through the end of calendar year 2024, this supervision may be provided virtually, but **must be audio-visual** (audio-only is not acceptable).

### 3. SUD IOP H0015:

Since January 21, 2023, the policy has been to void any subsequent Initial IOP authorization if it was within 30 days of the previous approved Initial IOP.

- As of November 28, 2023, this process has been automated to void those "duplicate initial authorizations" within 24 hours.
- Inadvertently, previously approved SUD Initial IOP's may have been voided. These are expected to be corrected in the coming days.

Thank you for your patience in this matter.

### 4. SUD Outpatient Providers:

- Outpatient SUD H0005 was recently standardized to reflect a one unit one-hour "Length of Session," from the previous one hour four units -15-minute "Length of Session."
- Therefore, effective December 14, 2023, providers will see 75 units instead of 300 units for the H0005.

5. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment. Please view [this provider memorandum](#) for the most recent information regarding repayment.

- Current balances are reported at the bottom of the weekly Provider Remittance Advice (PRA) and on the Claim Lifecycle Report.

**The next Bulletin will be sent during the week of December 17.**

Thank you,

Optum Maryland Team