

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

December 21, 2023

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from December 15 to December 21.

Target Audience: All Behavioral Health Providers

- [12-21-23: Further Information Regarding TPL Requirements](#)

Training Opportunities

Training opportunities are posted to the [Provider Training Calendar](#) on maryland.optum.com. Please see below for upcoming training opportunities.

Authorization/Service Request

Thursday, January 18, 2:00 p.m. - 4:00 p.m., EST

To Register, [Click Here](#)

News and Reminders

1. **Estimated Payment Recoupment Extension:** As shared in the Maryland Department of Health (MDH) [Secretary's memo](#) on December 15, 2023, 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 "EPEExtensionSurvey."

- For questions regarding estimated payment and negative balance recoupment, please email the Optum Maryland reconciliation team:
maryland.provpymt@optum.com

2. Due to Christmas Eve and New Year's Eve falling on Sundays, Optum will be running an early check-write on Friday, December 22, and Friday, December 29. Please see [this provider alert](#) for details.

- Payments will occur as usual on Thursday, December 28, and Thursday, January 4.

3. In observance of the Christmas Day and New Year's Day holidays, the Optum Maryland call center will be closed on Monday, December 25, and Monday, January 1.

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

4. The December Provider Council Meeting was held on Friday December 8. Please click to view:

- [December Provider Council Meeting Recording](#) (video)
- [December Provider Council Meeting Presentation](#) (PDF)

5. An Applied Behavior Analysis (ABA) [Frequently Asked Questions](#) document has been posted to the Optum Maryland website, here.

The next Bulletin will be sent during the week of December 24.

Thank you,

Optum Maryland Team