



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

November 26, 2024

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 November 22 to November 26.

Target Audience: All Behavioral Health Providers

- [11-26-24: Incedo System Downtime - November 30, 2024](#)
- [11-26-24: SUD and Laboratory Combination of Services](#)

News and Reminders

1. Optum Maryland office and call center will be closed on November 28 and 29, 2024, in observance of the Thanksgiving and Native American Heritage holidays. Provider payments for the week of November 24 will be made one day early on Wednesday, November 27.

2. Pain Clinic Providers

On November 20, 2024, the Maryland Department of Health released a transmittal titled [Payment Responsibility for Pain Management Clinic Toxicology Testing Effective January 1, 2025](#).

Behavioral Health ASO Transition Information

The Maryland Medicaid Behavioral Health Administrative Services Organization will transition to Carelon on January 1, 2025. Information regarding the transition is posted to [this webpage](#) and updates will also be posted here on the Provider Bulletin.

A document of [key transition dates and information](#) for providers is posted on the [ASO Transition webpage](#) on the Optum Maryland website.

An updated [Provider Frequently Asked Questions](#) document was posted on October

17, 2024.

View the [Carelton Provider Training Calendar](#) for November and December 2024. Upcoming provider training opportunities are listed below. Please access individual registration links from the [Training Calendar](#):

Monday, December 2, 2024:

11:00 a.m. EST | Office Hours
2:00 p.m., EST | Outpatient Authorizations

Tuesday, December 3, 2024:

11:00 a.m., EST | PRP Training

Wednesday, December 4, 2024:

11:00 a.m., EST | Health Homes

Friday, December 6, 2024:

11:00 a.m., EST | Higher Levels of Care

The next Bulletin will be sent during the week of December 1.

Thank you,

Optum Maryland Team