



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

December 23, 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 December 20 to December 23.

Target Audience: All Behavioral Health Providers

- [12-23-24: Incedo System Downtime - December 28, 2024](#)

News and Reminders

1. Effective December 22, 2024, providers must submit electronic and paper claims to Carelon for processing, even if services rendered occurred under the Optum contract.

- Claims received by Optum after December 21 through December 31, 2024, will be denied and need to be resubmitted under Carelon.
- Carelon has disseminated provider IDs to all Maryland providers. They have been distributed by either email, fax, or mailing address. If you have not received your information, please request assistance through the EDI Help Desk at **1-888-247-9311** or via email at EDI-ProviderSupport@carelon.com. Additionally, you can send a request to the transition email address at MDHtransitionsupport@carelon.com.
- To submit claims to Carelon, providers must have their Carelon ID number to register with Carelon's Provider Digital Front Door, which includes [ProviderConnect](#) and [Availity Essentials](#).

- This date and other key transition dates are shared in the previously communicated [Key Transition Dates document](#).

2. The Maryland Department of Health published two transmittals on December 16, 2024. Please click the links below to view each transmittal.

- [1915\(j\) Intensive Behavioral Health Services for Children, Youth, and Families And Child and Adolescent Targeted Case Management \(TCM\) Service Updates, Effective January 1, 2025](#)
- [Updated Individual and Group Mental Health Practitioner Fee Schedule 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.

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

An updated [Combined Provider Frequently Asked Questions](#) document was posted on November 26, 2024.

Continual provider training is available. Click on the month to view the Carelon provider training calendars for [December 2024](#) and [January 2024](#). Some key training opportunities are highlighted below. To sign up, click the link in the calendar for the desired training and you will be directed to a registration window.

Office hours are scheduled every day at 11 a.m. for the first two full weeks of January for providers to ask one-off questions.

A special “What’s New?” training session on the ASO transition is scheduled for Monday, January 6 at 2 p.m. This virtual forum will provide deep dive into the ASO’s structure and functions, along with a walkthrough of Carelon’s website and an interactive Q&A.

Regular upcoming trainings:

- **Friday, December 27, 2024:** 11 a.m., EST | Availity
- **Friday, December 27, 2024:** 2 p.m., EST | CSA/LBHA (Core Service Agency/Local Behavioral Health Authority)
- **Monday, December 30, 2024:** 11 a.m., EST | Higher Levels of Care
- **Tuesday, December 31, 2024:** 11 a.m., EST | Availity

- **Friday, January 3, 2025:** 2 p.m., EST | DORS (MD Division of Rehabilitation Services)
- **Monday, January 6, 2025:** 2 p.m., EST | What's New?
- **Tuesday, January 7, 2025:** 2 p.m., EST | MDRN (Maryland RecoveryNet)
- **Tuesday, January 14, 2025:** 2 p.m., EST | CSA/LBHA (Core Service Agency/Local Behavioral Health Authority)

The next Bulletin will be sent during the week of December 29.

Thank you,

Optum and Carelon Maryland Team