

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

February 9, 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.

#### Target Audience: All Behavioral Health Providers

- 2-9-23: [Recoupment of Outstanding State Negative Balances](#)
- 2-9-23: [Incedo System Downtime - February 11](#)

#### Training Opportunities

The [Optum Maryland February Provider Training Calendar](#) is now posted on [maryland.optum.com](https://maryland.optum.com). Please see below for upcoming training opportunities.

#### **TODAY:** Authorization/Service Request - Incedo Provider Portal

Thursday, February 9, 10:00-12:00 p.m., EST

To Register, Click [Here](#)

Next Session: March 2023

#### **TODAY:** BHA/MedChi Webinar Series: *Helping the Helpers and Those They Serve: Good Grief! What Everyone Should Know About Grief.* Alana Iglewicz, MD.

Thursday, February 9, 5 p.m., EST

[Register here](#) or [visit the webpage](#).

#### Uninsured Eligibility

Tuesday, February 14, 10:00-11:00 a.m., EST

To Register, Click [Here](#)

Next Session: March 2023

#### News and Reminders

1. The February Provider Council Meeting will be held on Friday, February 10th at 10:00 a.m., EST. **To register, please click [here](#).**

2. The Outpatient Discharge/End Date Change Request Form was removed from the Incedo Provider Portal (IPP) on January 31, 2023. As of this date, providers must use the authorization end-dating functionality in the IPP for ALL authorizations, as detailed in [this alert](#) dated January 26, 2023.

- **Please note:** Authorizations that have already been end-dated, or are no longer open, cannot have the end-date updated. End-dates can only be edited on active authorizations.

3. Residential Rehabilitation Authorizations:

- Providers are reminded that residential authorizations should be closed before another is opened.
- When overlapping residential authorizations occur, Optum will close the earlier authorization.

4. During the week of January 15, Optum Maryland delivered information to a number of providers regarding missing claim images. Not all providers will have received this communication, but please check your Download folder for a file-name beginning with your provider ID and name, and ending "claims.xlsx." See [this provider alert](#) dated January 11, 2023 for details.

5. The [MDH 988 Toolkit](#) now includes campaign materials featuring Baltimore Ravens Player James Proche. Find a new 988 video, as well as English and Spanish digital ads promoting this important service. We strongly encourage everyone to [visit this page](#) regularly and share the latest resources. [Learn more about 988 in Maryland](#).

**The next Bulletin will be sent during the week of February 12.**

Thank you,

Optum Maryland Team