




Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Secretary

MARYLAND MEDICAL ASSISTANCE PROGRAM
General Provider Transmittal No. 95
Hospital Transmittal No. 308
MCO Transmittal No. 204
February 26, 2024

TO: All Provider Types
Hospitals
Managed Care Organizations

FROM: Ryan Moran, Deputy Secretary
Healthcare Financing and Medicaid Director 

Alyssa Lord, Deputy Secretary
Behavioral Health Administration 

RE: Public Behavioral Health System Administrative Service Organization Vendor Change

NOTE: **Please ensure that appropriate staff members in your organization are informed of the contents of this transmittal.**

The Maryland Department of Health (MDH) is pleased to announce Carelon Behavioral Health will be the Administrative Service Organization for the Public Behavioral Health System effective January 1, 2025. The contract award begins March 1, 2024 to allow for a 10 month implementation and transition period during the final year of the current contract. The contract base period is five years (January 1, 2025—December 31, 2029) with one two-year option which could extend the contract award period through December 31, 2031.

Carelon Behavioral Health has performed similar functions to those required in the contract in Maryland and in other states. Carelon has a successful history in provider management and maintenance, participant education, authorization and utilization management, participant and provider assistance and communication, provider audits and training, claims processing and payment, data analytics, reporting, and special projects/new initiatives.

MDH is working with Optum Maryland to ensure the transition is successful. The transition process includes transferring authorizations, claims payment processing, participant history, and other information and materials from Optum Maryland to Carelon. As Carelon opens its Maryland operations, it will execute a plan to conduct outreach, train providers to use its system,

and work steadily with the current vendor, Optum Maryland, to support providers throughout the process.

The current toll-free number for providers and participants, 1-800-888-1965, will remain the same. Additional information will be forthcoming as Carelon engages its Maryland staff who will be part of outreach and communications plans as they evolve.

Please direct any questions regarding the information in this transmittal to the Maryland Medicaid Behavioral Health Division at mdh.mabehavioralhealth@maryland.gov.