

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

January 25, 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 January 19 to January 25.

Target Audience: All Behavioral Health Providers

- [1-25-24: Provider Council Meeting - February 9, 2024](#)
- [1-25-24: Incedo System Downtime - Saturday, January 27, 2024](#)

Training Opportunities

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

Authorization/Service Request

Thursday, February 15, 2:00 p.m. - 4:00 p.m., EST
To Register, [Click Here](#)

News and Reminders

1. Optum Maryland has identified an error affecting the 277CA in which the billing amount reported on the 277CA is four times greater than the billing amount submitted on the 837-file. This issue appears to have begun in March 2023.

- This issue affects **only** the 277CA. The payment remittance advice (PRA) and the amount paid to the provider are not impacted.
- We are working to fix this issue and will communicate again when this issue is resolved.

2. Due to scheduled maintenance, providers' PaySpan Portals will be unavailable from 5:00 p.m., EST on Saturday, January 27 to 2:00 a.m., EST on Sunday, January 28.

3. On November 2, 2023, Optum released the provider alert Update to Third Party Liability Requirements After 100 Days for Medical Support Enforcement Beneficiaries.

- Clarifying edits have been made to this alert to add further detail about the process for submitting authorizations and claims, and action to take if the recipient has Medicare coverage.
- Edited sections are highlighted with red text in the alert. [Please click here](#) to view the edited version of this alert.

4. The next Provider Council Meeting will be held on February 9, 2024, at 10:00 a.m. Please [click here](#) to register.

The next Bulletin will be sent during the week of January 28.

Thank you,

Optum Maryland Team