

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

July 27, 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

- 7-27-23: [Incedo Portal System Downtime - July 29](#)
- 7-27-23: [Access to Peer Recovery Support Services Treatment Codes on Authorization Plans](#)
- 7-27-23: [August Provider Council Meeting Invite](#)

Training Opportunities

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

Authorization/Service Request

Tuesday, August 8, 2:00-4:00 p.m., EDT

To Register, Click [Here](#).

Next Session: September 2023

Claims Submission

Thursday, August 10, 2:00-3:30 p.m., EDT

To Register, Click [Here](#).

Next Session: September 2023

BHA/MedChi Webinar Series: Helping the Helpers and Those They

Serve: Mindfulness for Healthy Eating. Amy Hatfield, MS, RD, LD.

Thursday, August 10, 5:00 p.m., EDT

[Access the flyer](#) or register [here](#).

News and Reminders

1. The Behavioral Health Administration released [Mental Health and Crisis Resources for Coping with Violence](#), a guide with tips and resources for individuals, educators and

health professionals. We encourage you to review and share these resources widely.

2. The MOM Program was created to provide **case management services to pregnant enrollees with opioid use disorder (OUD)** that will continue for one year following the end of pregnancy. The MOM Program is a program for pregnant people on Medicaid with opioid use disorder. The program offers case management services during and up to one year after pregnancy. A case manager will meet with participants at least monthly and come up with a care plan for the participant and their baby. Access the [MOM Case Management Toolkit](#) and the [MOM Program flyer](#).

3. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment by **December 31, 2023**. Any balances that remain outstanding after that date will be referred to the [Central Collections Unit \(CCU\)](#).

- Current balances are reported at the bottom of the weekly PRA and on the Claim Lifecycle Report.
- For assistance at any time, please reach out to the Optum Maryland Reconciliation Team at maryland.provpymt@optum.com.

The next Bulletin will be sent during the week of July 30.

Thank you,

Optum Maryland Team