

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

March 7, 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 March 1 to March 7.

Target Audience: All Behavioral Health Providers

- [Incedo System Downtime - Saturday, March 9, 2024](#)

Target Audience: Providers Assessing for Autism Spectrum Disorder

- [3-7-24: ADOS-2 Virtual Clinical Workshop Opportunity - May 14-15](#)

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, March 14, 2:00 p.m. - 4:00 p.m., EDT

To Register, [Click Here](#)

Supported Employment

Thursday, March 28, 2:00 p.m. – 3:30 p.m., EDT

To Register, [Click Here](#)

News and Reminders

1. March is Problem Gambling Awareness Month.

- Tuesday, March 12th is **National Gambling Disorder Screening Day**. Information for providers can be [viewed here](#).

2. To facilitate precertification at the time of admission and save providers' time, Optum Maryland wishes to remind facilities to utilize the unfunded span to obtain authorizations for participant's they believe will obtain Medicaid coverage.

- When the authorization is obtained using the unfunded span, as soon as the participant's Medicaid coverage is active, the provider can bill if authorization was approved based on medical necessity criteria.
 - The patient's [Incedo record](#) will automatically update when Medicaid coverage becomes active.

3. The next Provider Council Meeting will be held on March 8 at 10:00 am. Please [click here](#) to register.

4. An issue impacting access to the Optum Maryland website occurred on the morning of Friday, March 1. The issue was resolved by 10:30 a.m., EST on March 1st.

- The Optum team confirmed the root cause involved expiration of a digital certificate associated with the website.
- After analyzing the issue, Optum identified that certificate renewal was the correct remediation and after completion, Optum validated return to usual website operations.
- This issue was specific to the Optum-owned and -operated website (Maryland.optum.com), and did not impact Incedo or any other web-based applications used in Maryland.

The next Bulletin will be sent during the week of March 10.

Thank you,

Optum Maryland Team