

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

May 18, 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

- 5-18-23: [Incedo Portal System Downtime - May 20](#)
- 5-18-23: [Memorial Day Office Closure](#)
- 5-18-23: [Recoupment of Medicaid Negative Balances](#) (Sent separately)
- 5-18-23: [New Crisis Intervention Program Initiative](#) (Sent separately)

Training Opportunities

There are no training events for the rest of the month of May.

Please visit the [Provider Education and Training](#) page of maryland.optum.com for self-paced guidance on topics, including:

- Incedo Authorization Requests
- Incedo Claim Submission
- Maryland Recovery Net Requests/Claim Submission
- UB04 Claim Submission

News and Reminders

1. Providers may be aware that Payspan was recently acquired by Zelis. **Providers should now use this link when logging into Payspan:** www.payspanhealth.com. At this time there are no other changes that will impact providers and no other provider action is required. Any changes will be communicated by provider alert if/when needed.
2. On May 8, Maryland Department of Health (MDH) released a transmittal regarding medical coverage for non-citizen, pregnant Marylanders. Click [here](#) to view the full transmittal.
3. MDH has released a transmittal on spring general provider updates. Please click [here](#) to view the transmittal.

4. The Peer Support Program will go into effect on June 1, 2023. Substance Use Disorder, Opioid Treatment Program, and Federally Qualified Health Center providers who are interested in learning more about this program can view detailed presentation slides [here](#) and a provider alert [here](#).
5. The MDH 988 Toolkit includes free materials (including posters, graphics and information targeting youth, veterans and LGBTQ+ Marylanders) to promote the 988 Suicide & Crisis Line in Maryland. We encourage everyone to [visit this page](#) regularly and share the latest resources. [Learn more about 988](#).

The next Bulletin will be sent during the week of May 22.

Thank you,

Optum Maryland Team