Optum | **Maryland**

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

May 2, 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 April 26 to May 2.

Target Audience: All Behavioral Health Providers

- [5-2-24: Interoperability Program for Behavioral Health Providers](#)

- [5-1-24: Incedo System Downtime - May 4, 2024](#)

- [5-1-24: Provider Council Meeting - May 10, 2024](#)

Training Opportunities

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

Authorization/Service Request
Thursday, May 16, 10:00 a.m. - 12:00 p.m., EDT
To register, [click here](#)
Next Session: June

Claims Submission (CMS 1500)
Tuesday, May 21, 2:00 p.m. – 3:30 p.m., EDT
To register, [click here](#)
Next Session: June (Specific date TBA)

Multi-Factor Authentication in Incedo: Live Demonstrations
Please see dates and times on the [Provider Training Calendar](#)

News and Reminders

1. **May is Mental Health Awareness Month:** Join the Behavioral Health Administration's Office of Suicide Prevention and the Mental Health Association of Maryland by Going Green for mental health. Learn more and sign up today!

2. On April 26, 2024, Optum delivered letters to providers who have an estimated payment balance with a balloon payment due on June 30, 2024. The letter directs the provider to complete this survey to advise Optum and the Maryland Department of Health of their preference for managing their balloon payment.
- Letters were delivered to the Download folder within Incedo. Please look for the filename beginning "EPSurvey_"
- Please review the information in your letter and **complete this survey by the end of day on May 10, 2024.**

3. Multi-Factor Authentication (MFA) is now live in Incedo. All users will need to set-up MFA for their own, individual log-in credential.
- If multiple users at one location are sharing a single log-in credential, contact your system administrator to have an individual account enabled. Instructions for adding users are given in the "Managing Users in the Incedo Provider Portal" training video.
  - Sharing a log-in between staff presents a security risk to the provider organization and participant data. Providers who continue to share a single log-in credential between multiple staff members may have their Incedo account deactivated.

The next Bulletin will be sent during the week of May 5.

Thank you,

Optum Maryland Team