

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

May 23, 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 May 18 to May 23.

Target Audience: All Behavioral Health Providers

[5-23-24: Provider Town Hall with Maryland Department of Health \(MDH\) and Carelon Behavioral Health \(BHASO\)](#)

[5-23-24: Incedo System Downtime - Saturday, May 25](#)

Training Opportunities

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

Gambling Requests

Thursday, May 30, 12:00 p.m. – 2:00 p.m., EDT

To register, [click here](#)

Claims Submission (CMS 1500)

Monday, June 3, 2:00 p.m. – 3:30 p.m., EDT

To register, [click here](#)

News and Reminders

1. Optum Maryland offices and call center will be closed on Monday, May 27, in observance of the Memorial Day Holiday.

- Our clinical staff will be available for crisis calls at 1-800-888-1965.
- Normal hours will resume on Tuesday, May 28.

2. SUD-IOP Authorization:

When a provider uses the "Initial" authorization plan within 30 days of an already-approved "Initial" request, the new request will be considered invalid and will be voided. If a participant has had a break in services and is returning within 30 days, the provider should instead enter in a "Concurrent" review request that will be clinically reviewed.

- Please note that an "Initial" request made within 30 days may first appear to be in "approved" status, before being voided.

3. The 988 Suicide & Crisis Lifeline

Contacting 988 provides a direct connection for anyone needing support for mental health, problems with drugs and alcohol, having thoughts of suicide, or being worried about someone who may need support. Learn more at 988.maryland.gov or access the [MDH 988 Toolkit](#) for free materials to promote the 988 Suicide & Crisis Lifeline in Maryland.

The next Bulletin will be sent during the week of May 26.

Thank you,

Optum Maryland Team