

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

November 2, 2023

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 October 27 to November 2.

Target Audience: All Behavioral Health Providers

- [11-2-23: Update to Third Party Liability Requirements After 100 Days for Medical Support Enforcement Beneficiaries](#)
- [11-2-23: Incedo System Downtime - November 4](#)

Training Opportunities

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

Claims Submission (CMS 1500)

Thursday, November 9, 2:00 p.m. - 3:30 p.m., EST

To Register, [Click Here](#)

Next Session: TBD

Authorization/Service Request

Tuesday, November 14, 2:00 p.m. - 4:00 p.m., EST

To Register, [Click Here](#)

Next Session: TBD

BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve: Overcoming Self-Doubt and The Imposter Syndrome. Alex Chan, PhD.

Thursday, November 9, 5:00 p.m., EST

[Register here.](#)

News and Reminders

1. Providers who are eligible for the **six-month extension of estimated payment recoupment** have received a letter in their Incedo Download folder. This letter includes a link to a survey which can be used to advise Optum and MDH of your repayment preference.

- Please look for the filename beginning "**EPExtensionSurvey**"
- Please complete the survey by end of day on **November 10, 2023**

2. The November Provider Council Meeting will be held on **Friday, November 17**, at 10:00 am. A meeting link will be posted on next week's Provider Bulletin.

3. On October 11, 2023, MDH released a provider memo titled ***Brain Injury Waiver (BI Waiver) billing changes and Electronic Visit Verification (EVV)***. Please [click here](#) to view the memo.

4. Funding to Support Service Members and Veterans

MDH [announced](#) a new funding opportunity for Maryland nonprofits to establish and expand community behavioral health programs for service members, veterans and family members.

- Selected applicants will be eligible to receive approximately \$100,000 through the Sheila E. Hixson Behavioral Health Services Matching Grant Program for Service Members and Veterans.
- Applications must be submitted by **November 6**, 2023. Apply through [eMMA](#) and learn more at health.maryland.gov/bha/veterans.

5. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment. Please view [this provider memorandum](#) for the most recent information regarding repayment.

- Current balances are reported at the bottom of the weekly Provider Remittance Advice (PRA) and on the Claim Lifecycle Report.

The next Bulletin will be sent during the week of November 5, 2023.

Thank you,

Optum Maryland Team