



PROVIDER ALERT

Thanksgiving Holiday: Office Closure and Provider Payment

November 16, 2023

Target Audience: All Behavioral Health Providers

In observance of the Thanksgiving holiday, Optum Maryland's administrative offices and call center will be closed on Thursday and Friday, November 23-24, 2023. Our clinical staff will be available for crisis calls and emergency services via the Optum Maryland toll-free number, 1-800-888-1965. We will resume normal business hours on Monday, November 27, 2023.

As the Thanksgiving holiday falls on a Thursday, provider payments will be made one (1) day in advance, on Wednesday, November 22, 2023. Payment information will be available to view in the Payspan portal on Tuesday, November 21, 2023.

If you have questions about the information contained in this alert, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team