



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

November 15, 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 November 8 to November 15.

Target Audience: All Behavioral Health Providers

- [11-15-24: Thanksgiving Holiday Office Closure and Provider Payments](#)
- [11-15-24: Incedo System Downtime – November 16 and November 18](#)

News and Reminders

1. The **November Provider Council Meeting** was held on Friday, November 8, 2024. This meeting included an introduction to members of the Carelon Behavioral Health leadership team.

- A video recording of the meeting can be [viewed here](#).
- A PDF of the meeting presentation can be [viewed here](#).

Behavioral Health ASO Transition Information

The Maryland Medicaid Behavioral Health Administrative Services Organization will transition to Carelon on January 1, 2025. Information regarding the transition is posted to this webpage and updates will also be posted here on the Provider Bulletin.

An updated [Provider Frequently Asked Questions](#) document was posted on October 17, 2024.

View the [Carelon Provider Training Calendar](#)
Upcoming provider training opportunities are listed below:

Tuesday, November 19, 2024:

11:00 a.m. EST | [Provider Orientation](#)
3:00 p.m., EST | [Submitting Authorizations](#)

Wednesday, November 20, 2024:

11:00 a.m., EST | [Office Hours](#)

Thursday, November 21, 2024:

10:00 a.m., EST | [ABA Authorizations](#)
1:00 p.m., EST | [Provider Orientation](#)

The next Bulletin will be sent during the week of November 17.

Thank you,

Optum Maryland Team