



## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

November 7, 2024

#### Provider Alerts

Provider Alerts are posted to [Maryland.optum.com](https://Maryland.optum.com) on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from November 1 to November 7.

#### Target Audience: All Behavioral Health Providers

- [11-7-24: Incedo System Downtime - November 9, 2024](#)
- On October 31, 2024, the Maryland Department of Health released the transmittal [Post-Public Health Emergency and COVID-19 Guidance](#).

#### Training Opportunities

There are no further Optum Maryland provider trainings scheduled through the end of the 2024 calendar year.

Please visit the [Provider Training and Education](#) webpage where resources are available for self-paced training on authorization requests, claim submission, ABA, PRP, Supported Employment, Gambling, MDRN, and more.

*For Carelon provider [training opportunities](#) and other resources, please see the “**Behavioral Health ASO Transition**” section of this Bulletin, below.*

#### News and Reminders

1. The next Provider Council Meeting will be held on **Friday, November 8**, at **10:00 a.m. EST**. [Click here](#) to register for this meeting.

#### Behavioral Health ASO Transition Information

The Maryland Medicaid Behavioral Health Administrative Services Organization will transition to Carelon Behavioral Health 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.
- An updated [Carelton Provider Training Calendar](#) for November and December 2024 can be viewed here. Upcoming training opportunities are listed below:
  - 11/12/24 | 2:00 p.m. EST: [Provider Orientation](#)
  - 11/15/24 | 11:00 a.m. EST: [Provider Orientation](#)

In preparation for the Behavioral Health ASO transition, providers are reminded to ensure their details are up-to-date in MMIS. Having up-to-date information in this system will help to prevent delays in receiving communications and documentation.

- Please note; Optum is unable to update details in MMIS. Providers must update their information directly in MMIS.

**The next Bulletin will be sent during the week of November 10.**

Thank you,

Optum Maryland Team