

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

October 20, 2022

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 14 to October 20.

Target Audience: All Behavioral Health Providers

- [10-20-22: NEW: Discharge Functionality in the Incedo Provider Portal](#)
- [10-19-22: BHA Deputy Secretary Letter to Providers](#)
- [10-19-22: BHA Monthly Updates](#)

News and Reminders

1. Effective October 1, 2022, all Behavioral Technicians (BT) enrolling to render ABA services to Medicaid participants must follow the updated instructions below when submitting their application in the electronic Provider Revalidation and Enrollment Portal (ePREP). View the full transmittal [here](#).
 2. On Tuesday, October 18, MDH communicated to providers that the Estimated Payments Forgiveness Program of up to \$25k would be reopened. Please view the provider alert dated [October 18](#) for full details.
 3. The check-write for claims submitted this week (week of October 16) will occur one day early, on the morning of Saturday, October 22. Please see [this](#) provider alert for details.
 4. The Incedo Provider Portal will be unavailable from 5 a.m. – 11:59 p.m. EDT on Saturday, October 22 while a system upgrade is implemented. Please see
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[this](#) provider alert for details.

5. Providers who completed the Estimated Payment Repayment survey and selected to repay (either fully or partially) using ACH received an [ACH form](#) and cover letter by email on October 18. Please complete and return this form to maryland.provpymt@optum.com by **October 24, 2022**.

- If you have a secure email system, you can securely send this information to maryland.provpymt@optum.com
- If you do not have a secure email system, please reach out to maryland.provpymt@optum.com. A secure email chain will be initiated which you can securely reply to with your completed form.
- If you are unsure whether you selected repayment by ACH, please reference the confirmation letter dated September 19, 2022 which can be found in your Incedo Download folder, with the file name beginning "EPRpmntConfirm."

6. The 988 Suicide & Crisis Lifeline

Marylanders who are experiencing a mental health or substance use crisis have a new way to get immediate help. If you or someone you know needs support now, call or text 988. Learn more at 988.maryland.gov and access free community outreach materials in the MDH [988 Toolkit](#).

Training Opportunities

There are no training events for the rest of the month of October.

Please visit the [Provider Education and Training](#) page of maryland.optum.com for self-paced guidance on topics, including:

- Incedo Authorization Requests
- Incedo Claim Submission
- Maryland Recovery Net Requests/Claim Submission
- UB04 Claim Submission

The next Bulletin will be sent during the week of October 23.

Thank you,

Optum Maryland Team

maryland.optum.com

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