

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

October 27, 2023

#### Provider Alerts

Provider Alerts are posted to [Maryland.optum.com](https://maryland.optum.com) on a regular basis and delivered to your mailbox weekly.

There are no new provider alerts this week.

#### Training Opportunities

The [November Provider Training Calendar](#) is now posted 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. **Claim Denial Mitigation Report** resources, including an FAQ and report guides, have been posted to the [Provider Resources page](#) on maryland.optum.com. Please scroll to the section titled "Claims Denial Mitigation Project"

2. **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](http://health.maryland.gov/bha/veterans).

3. New and updated training documents have been posted to the Provider Education and Training page on [maryland.optum.com](http://maryland.optum.com). Please see individual document links below:

- Updated: [Provider Guide - Medicaid Enrollment](#)
- New: [Provider Guide - Non-Medicaid](#)
- Updated: [Incedo Claims Training Participant Guide](#)
- New: [Incedo Provider Portal Authorization Corrections \(video\)](#)

4. **NEW:** Optum Maryland CMO Weekly Office Hours. **Dr. Steve Daviss**, Chief Medical Officer at Optum Maryland, will hold a weekly "office hours" call on Wednesday's at noon, for discussion of clinical matters. Please [click here](#) for further details and a meeting link.

5. A recording of the October Provider Council Meeting has been posted on the Optum Maryland website. Please [click here](#) to view.

6. A recording of the third (final) ASAM Criteria in the SUD Residential Setting (held on October 18) has been posted on the Optum Maryland website. Please [click here](#) to view.

7. 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 October 29.**

Thank you,

Optum Maryland Team