



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

October 31, 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 October 26 to October 31.

Target Audience: All Behavioral Health Providers

- [10-29-24: New Bank Account for Provider Payments: Deadline to Deposit Old Checks](#)
- [10-31-24: Provider Council Meeting - November 8, 2024](#)
- [10-31-24: Incedo System Downtime - November 2, 2024](#)

Training Opportunities

There are no further Optum Maryland provider trainings scheduled through the end of this 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](#), please see the “**Behavioral Health ASO Transition**” section of this Bulletin, below.*

News and Reminders

1. Maryland Overdose Data Dashboard

Maryland has a new tool for combating the opioid crisis. The new **Overdose Data Dashboard** was created with extensive feedback from community partners about what they need to respond quickly to trends and save lives. Visit the Dashboard at bit.ly/OverdoseData.

2. Maternal Opioid Misuse (MOM) Program

The Maternal Opioid Misuse (MOM) Program was created to provide case management services to pregnant enrollees with Opioid Use Disorder (OUD) that will continue for one year following the end of pregnancy. The program's success requires providers to encourage patients who qualify to enroll.

We have created a toolkit that contains all informational resources for the MOM Program. Providing support to pregnant Medicaid members diagnosed with OUD will ensure access to proper healthcare for participants and their families. Learn more and access the [MOM Case Management Toolkit](#).

3. The 988 Suicide & Crisis Lifeline

Contacting 988 provides a direct connection for anyone needing support for mental health, problems with drugs and alcohol, having thoughts of suicide, or being worried about someone who may need support. Learn more at 988.maryland.gov or access the [MDH 988 Toolkit](#) for free materials to promote the 988 Suicide & Crisis Line in Maryland.

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.
- [View the Carelon Provider Orientation and Training Calendar](#)

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 3.

Thank you,

Optum Maryland Team