

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

December 22, 2021

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 December 16 to December 22.

Target Audience: All Behavioral Health Providers

- [12-22-21: December 2021 BHA Letter from Deputy Secretary](#)
- [12-22-21: BHA December Updates](#)

Target Audience: PRP and SUD Residential Providers

- [12-22-21: Temporary Telehealth for PRP and SUD Residential Providers](#)

Target Audience: PRP Providers

- [12-20-21: PRP Clinical Service Form Update](#)

Target Audience: Residential Crisis, Supported Employment and Uninsured Eligibility Exceptions

- [12-17-21: Temporary Measures to Facilitate Authorizations](#)

Training Opportunities

Training opportunities are posted to the monthly Provider Training Calendar on Maryland.optum.com. Please see below for upcoming training opportunities.

- **Incedo Provider Portal – Claims Submission (CMS 1500)**
 - Tuesday, January 11, 2-3 p.m., EDT
 - To Register, Click [Here](#)
 - **Incedo Provider Portal – Authorization/Service Request**
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- Thursday, January 13, 10-11:30 a.m., EDT
- To Register, Click [Here](#)

News and Reminders

1) A Notice of Recoupment of Retro-Eligibility and Overpayments has been mailed to providers via USPS and will be posted in the Incedo Provider Portal by December 29, 2021. To access your individualized letter/report within the Incedo Provider Portal:

- Log-in to the Incedo Provider Portal and go to the “Downloads” screen
- In the “Downloads” folder you will see all items that have not yet been downloaded (downloading means clicking on the file and opening/saving it)
- There is a checkbox to display items already downloaded. This checkbox defaults to “unchecked” and will only show new items that have not been downloaded. Check the box to view all items; both new and those already downloaded.

2) The most current copy of the Eligibility Verification System (EVS) User Guide is posted to the Optum Maryland website, [here](#).

3) Optum Maryland office hours during the Christmas and New Year holiday are detailed in a provider alert, [here](#).

4) Providers are reminded to retrieve/use client-level COVID-19 vaccine status data from the IPP in your vaccination outreach efforts. For further information please view these [training materials](#) and [quick reference guide](#).

5) Providers are reminded to ensure that [MCO ROI forms](#) are signed and up-to-date and submitted to the Incedo Provider Portal.

The next Bulletin will be sent on Wednesday, December 29.

Thank you,

Optum Maryland Team
