

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

August 24, 2022

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 August 19 to August 24.

Target Audience: All Behavioral Health Providers

- 8-24-22: [Incedo System Downtime - August 27](#)

Training Opportunities and Resources

Training opportunities are posted to the monthly [Provider Training Calendar](#) on maryland.optum.com. Please see below for upcoming training opportunities.

Tomorrow: ABA Requests

Thursday, August 25, 2:00-3:30 p.m., EDT

To Register, [Click Here](#).

BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve:

Thursday, August 25 (5 p.m., EDT) *Mindfulness and Other Techniques for Stress and Anxiety*. Cheryl Mirabella, MA, NHC. [Register here](#) or [share the flyer](#).

Updated Quick Reference Guides for [PRP Minor](#) and [PRP Adult](#) are now available to access on optum.maryland.com.

An updated [Incedo Claims Submission Training Guide](#) is now available to access on optum.maryland.com.

News and Reminders

1. Providers who have an estimated payment balance due for repayment **must complete the online [Estimated Payment Recoupment Survey](#) by 11:59pm on Friday, August 26, 2022.**

- Providers who have an outstanding balance due for repayment who do not complete the survey by this date will begin having their claims reduced at 50% in September 2022.

2. Letters will be sent this week to providers who have a \$0 estimated payment balance. No provider action is required upon receiving this letter, it is for your information only.

- This letter will be delivered to the Download folder within your Incedo Provider Portal.
- **This letter does not apply to any State or Medicaid negative balances due. This confirms only that your estimated payment balance is zero.**

3. On August 22, 2022, MDH released a transmittal for Psychiatric Hospitals. Please click to view [Cognito Implementation: The New Process for Submitting Span Inquiries to LTCPRU](#).

4. **The 988 Toolkit now includes expanded Spanish resources:** Marylanders experiencing a mental health or substance use crisis should now call or text 988 for support and MDH developed [the 988 Toolkit](#) (with ads, posters, wallet cards, and more) to promote this important new service. We strongly encourage all providers to visit this page regularly for the latest resources and share these materials widely. [Learn more about 988 in Maryland](#).

The next Bulletin will be sent during the week of August 29.

Thank you,

Optum Maryland Team