

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

September 14, 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. Below are the provider alerts that have been posted from September 8 to September 14.

Target Audience: All Behavioral Health Providers

- [9-14-23: MDH's Claims Denials Mitigation Project - Provider Communication #1](#)

Training Opportunities

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

Supported Employment – Provider (SE-P)

Tuesday, September 19, 10:00 a.m. - 11:30 a.m., EDT

To Register, [Click Here](#)

Next Session: December 2023

Gambling Requests

Thursday, September 21, 2:00 p.m. – 4:00p.m., EDT

To Register, [Click Here](#)

Next Session: December 2023

BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve: Upgrade Your Mindset with Positive Thinking. Amy Hatfield, MS, RD, LD.

Thursday, September 14, 5:00 p.m., EDT

[Access the flyer](#) or register [here](#).

Webinar Opportunity: ASAM Criteria in the SUD Residential Setting

The third (final) webinar in this series was scheduled for Wednesday, September 27.

Due to a conflicting provider event, this webinar will now be held on Wednesday, October 18, at 2:00 - 3:30 pm., EDT.

[Please register here for the October 18 ASAM Criteria Webinar.](#)

- Providers who registered for the September 27 webinar will receive an automated cancellation email and **will need to re-register** for the October 18 webinar.

News and Reminders

1. **PRP Providers:** Optum has noticed a significant increase in the number of PRP requests submitted which have referrals attached to them, but the referral does not have a signature line, signed by the therapist (handwritten or e-signature), with credentials, and a date.

- Please be aware that effective October 1, 2023, any request submitted that does not have a referral signature line (signed by the therapist, handwritten or e-signature, with credentials and a date), will result in an administrative denial.

2. **Recovery Month:** Governor Wes Moore [proclaimed September Recovery Month in Maryland](#). Recovery Month is a national observance to raise awareness about substance use, promote evidence-based treatment and practices, support the recovery community, and honor providers and communities who make recovery in all its forms possible.

- This year, MDH is promoting a [new video featuring Secretary Laura Herrera Scott](#) on how healthcare providers are essential in addressing the overdose crisis — specifically by prescribing buprenorphine for patients with opioid use disorders. [Learn more](#) from Maryland Addiction Consultation Service.

3. A recording of the September 8th Provider Council Meeting is posted on the Optum Maryland website, [here](#).

4. **Baltimore City Providers:** On Monday, September 18, 2023, a **Community Overdose Action Town Hall** event will be held at the Enoch Pratt Free Library in Baltimore. Please [click here](#) to view full details, or [click here](#) to view the announcement on Twitter.

5. On September 8, 2023, the Maryland Department of Health released a transmittal titled: *Fiscal Year 2024 Rate Rebasing for Residential Treatment Centers*. This transmittal can be [viewed here](#).

6. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment by December 31, 2023. Any balances that remain outstanding after that date will be referred to the [Central Collections Unit \(CCU\)](#).

- Current balances are reported at the bottom of the weekly PRA and on the Claim Lifecycle Report.

- For assistance at any time, please reach out to the Optum Maryland Reconciliation Team at maryland.provpymt@optum.com.

The next Bulletin will be sent during the week of September 17.

Thank you,

Optum Maryland Team