

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

September 13, 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 September 5 to September 13.

Target Audience: All Behavioral Health Providers

- [9-13-24: Providing Treatment For P10: Family Planning Services – Participant Eligibility](#)
- [9-13-24: Incedo System Downtime - Saturday, September 14, 2024](#)
- [9-10-24: Maryland Licensing Board Interface Process Clarification](#)

Training Opportunities

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

Claims Submission (CMS 1500) - Incedo Provider Portal

Tuesday, September 24, 2:00 p.m. – 3:30 p.m., EDT

To register, [click here](#).

News and Reminders

1. As detailed in [this provider alert](#), **effective September 15, 2024**, the Maryland Department of Health will be making provider payments from a new Wells Fargo account.
 - The PRA associated with the first payment made to a provider from this account will display an incorrect negative balance amount. This will be corrected the next time a payment is made to the provider.

2. The **September Provider Council Meeting** will be held on **Friday, September 13, 2024**, at 10:00 a.m., EDT. Please [click here](#) to register for this meeting.

3. Carelon Behavioral Health has released a **Provider Frequently Asked Questions** document regarding the ASO transition. Please [click here](#) to view this FAQ document.

4. **Suicide Prevention Month**

As **September marks Suicide Prevention Month**, the Maryland Department of Health's Office of Suicide Prevention is highlighting the importance of connecting to hope. Suicide Prevention Month is a time to come together, share resources, and engage in meaningful conversations that can help save lives.

- Access the "[Connecting to Hope](#)" Suicide Prevention Month Toolkit. Check out the Resources Section for social media posts throughout the month.
- Access and share the [Maryland Action Plan to Prevent Suicide in K-12 Schools \(MAPS\) Reference Guide](#)

Learn more about suicide prevention in Maryland:
health.maryland.gov/suicideprevention

The next Bulletin will be sent during the week of September 15.

Thank you,

Optum Maryland Team