

Welcome to Optum!

As a Maryland provider you have the opportunity to provide services to Maryland **Medicaid** recipients across the state. The purpose of this guide is to assist you in getting started and equip you with the required resources.



Checklist

This guide is for Community-based PBHS Providers

- 1

Certain providers will use a different registration process. If you are a provider **not** enrolled by Medicaid, please click [here](#) for, *Provider Guide #2- Non-Medicaid*.
- 2

Providers must have an NPI for each site/service that they provide.

 - e.g., PRPs operating out of two sites will have two NPIs or an OMHC and PRP on the same site will have 2 NPIs.
 - You can apply for NPI numbers through NPPES by clicking [here](#).
- 3

If you are categorized as any of the providers below, please ensure that you are familiar with your registration process:

PRP Providers participating in RRP (Residential Rehabilitation):

 - Must be a nonprofit PRP Provider.
 - Must be licensed and approved by the department.
 - A licensed PRP Provider would have to be awarded RRP beds from the department through procurement at the local jurisdiction.
 - *To participate in RRP, one must complete the enrollment via PRP, since RRP operates under the umbrella of PRP.*

Supported Employment: Must be enrolled with Medicaid as a Supported Employment Provider (PTSE). (More on step 7.)

Gambling Services:

 - Community-based Medicaid Providers are automatically able to participate in gambling services.
- 4

You must enroll with Medicaid to participate as a provider in the Medicaid program. Providers enroll through ePrep using their NPI to obtain a Medicaid ID Number.

 - ▶ [Click here to go to the ePREP website](#)
 - ▶ *Phone Number: 1-844-463-7768*
- 5

Once your Medicaid ID Number is obtained, complete the Optum Survey to receive your token registration for the Incedo Provider Portal (IPP).

 - ▶ [Click here for the Optum Survey](#)
 - ▶ [Click here for a tutorial video on token registration](#)
- 6

Token will be sent to you via e-mail in a few days. Then self register for the Incedo Provider Portal (IPP).

 - ▶ [Click here for the IPP self registration tutorial video](#)

(If token is not received in your inbox, please check your junk/spam folder.)
- 7

Once registered, create your authorizations in the Incedo Provider Portal (IPP) **before** you provide services to anyone.

 - ▶ [Click here to view tutorial videos for authorizations](#)

(Note: Assessments typically do not require authorizations)

Supported Employment, must also enter into an agreement with the Division of Rehabilitation Services (DORS).

 - E-mail a copy of your Supported Employment license along with proof of accreditation to DORS via an email to catherine.drake@maryland.gov.
 - Once the DORS agreement is signed and the provider is registered for the IPP, then create your authorization.

Resources

Click on the box to get to the resource

- Provider Education**

Tutorial videos/guides to help you through the IPP, authorizations, claims, backdating, and more. ▶
- Provider Manual**

The Provider Manual, LOC Appendix, Medical Necessity Criteria, Billing Appendix, and more. ▶
- Provider Resources**

This page houses FAQs, Provider Guides, ICD-10 codes, and more. ▶
- Fee Schedules**

Where to find Fee Schedules by levels of care. ▶
- Provider Alerts**

Sign up for provider alerts to come directly to your e-mail. ▶
- Provider Forms**

Forms that you can print and download. ▶
- Auth Submission Window**

Guide on how far you can backdate based on level of care. ▶

FAQ

- **What diagnoses can I use for authorization and claims?**
Please refer to your provider manual and locate the appropriate dx list linked [here](#) (under *Clinical/Utilization Management*).
- **What codes can I use for authorization and claims?**
Please refer to your provider manual and locate the appropriate Fee Schedule linked [here](#).
- **Why did I get a denial for my claim?**
Click [here](#) to view a list of common denial reasons.

Things to consider before calling Customer Service:

Each provider type is assigned a unique Incedo username and password. If you have multiple provider types, please verify you are using the correct credentials.

Optum Customer Service: 1-800-888-1965

Provider Relations E-mail:

MarylandProviderRelations@optum.com