



PROVIDER ALERT

Frequently Asked Questions (FAQs)

January 13, 2020

Optum Maryland has developed and posted a consolidated [Frequently Asked Questions](#) (FAQ) document that includes provider questions received by Optum and the Maryland Department of Health.

To access the FAQ's and other useful tools, please visit our website by [clicking here](#). If you still have questions after reviewing the FAQs, we recommend you send your questions to marylandproviderrelations@optum.com.

The Best Way to Contact Us:

Our Call Center is open Monday thru Friday 8:00 a.m. - 6:00 p.m. and can be reached at 1.800.888.1965. After hours and holidays will be covered by clinical night staff for crisis and emergency services.

The Call Center is experiencing higher than expected call volume and wait times to speak to a customer service representative may be long. We are working to address that concern.

You may also email us at MarylandProvicerRelations@Optum.com

Thank you,
Optum Maryland Team

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