

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

January 5, 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.

**Target Audience: All Behavioral Health Providers**

- 1-5-23: [Incedo System Downtime - January 7](#)
- 1-5-23: [Unfunded Span Claim Denials](#)
- 1-5-23: [January Provider Council Meeting Invite](#)
- 1-5-23: [Attachments Workaround](#)

#### Training Opportunities

The [Optum Maryland January Provider Training Calendar](#) is now posted on maryland.optum.com. Please see below for upcoming training opportunities.

#### Claims Submission - Incedo Provider Portal

Tuesday, January 10, 2:00-3:00 p.m., EST

To Register, Click [Here](#)

Next Session: February 2023

#### Authorization/Service Request

Thursday, January 12, 10:00-11:30 a.m., EST

To Register, Click [Here](#).

Next Session: February 2023

**BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve: Reinforcing Effective Self-Concept Versus Self-Sabotaging.** LaTanya Eggleston, MA.

Thursday, January 12, 5 p.m., EST

Register [here](#) or access the flyer [here](#).

#### News and Reminders

1. As Optum Maryland continues efforts to resolve issues in the Incedo Provider Portal (IPP), resulting from the 7.0 upgrade, intermittent periods of system downtime may be required for deployment of fixes. As detailed in [this provider alert](#) dated November 3, we will post system downtime information on the IPP Dashboard and on the homepage of [maryland.optum.com](http://maryland.optum.com).
2. Effective January 31, 2023, the Outpatient Discharge/End Date Change Request form will be removed from the IPP. As of this date, providers must use the authorization/end-dating functionality in the IPP. Please see [this alert](#) for details and please note that Optum Maryland's monthly Authorization/Service Request trainings now cover this functionality.
3. Letters were sent on December 31 to providers who participated in the extended Estimated Payment Forgiveness program (which ended on November 18, 2022). This letter will confirm that their Estimated Payment balance is now \$0.
  - These letters will be delivered to the Download folder in Incedo. Please look for the file name beginning "EPZeroBal"

**The next Bulletin will be sent during the week of January 8.**

Thank you,

Optum Maryland Team