

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

November 17, 2022

#### 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

- 11-16-22: [Thanksgiving Holiday Closure and Provider Payments](#)
- 11-16-22: [Delivery of 1099 Tax Forms](#)
- 11-16-22: [Incedo System Downtime - November 19](#)

#### Training Opportunities

There are no training events for the rest of the month of November.

**The Psychiatric Rehabilitation Program (PRP) Minor and Adult** training sessions that were scheduled for this week will be **postponed** to a future date. We will communicate on the Bulletin and Training Calendar when these trainings are rescheduled.

Please visit the [Provider Education and Training](#) page of [maryland.optum.com](https://maryland.optum.com) for self-paced guidance on topics, including:

- Incedo Authorization Requests
- Incedo Claim Submission
- Maryland Recovery Net Requests/Claim Submission
- UB04 Claim Submission

#### News and Reminders

1. **FINAL REMINDER:** Eligible providers who did not participate in the Estimated Payment forgiveness program earlier this year have **until November 18, 2022** to pay their estimated payment balance down to \$25,000 to receive forgiveness. Please see [this alert](#) for details.

2. Letters were delivered this week to providers who have not yet entered an Estimated Repayment Plan or have not responded to outreach regarding Estimated Payments. These letters were sent via certified mail and delivered to your Incedo "Download" folder. Please search for the file name beginning "EPFinalBal."

3. PRP Providers are advised that the use of the F99 diagnosis code is not an eligible diagnosis for PRP authorization requests. Use of this code **after November 30, 2022**, will result in an administrative denial of the authorization. For more details, please see [this previous alert](#).

4. BHA developed two new resource guides: [Maryland Crisis Hotlines](#) and [Behavioral Health Walk-in and Urgent Care Centers](#).

5. As Optum Maryland works to rectify issues in the Incedo Provider Portal, some providers may still experience difficulty attaching forms on their authorization request. Please note:

- PDF's that are under 3 MB in size should attach.
- If you are unable to attach a PDF, please attempt to attach the form as a Word document.

**The next Bulletin will be sent during the week of November 20.**

Thank you,

Optum Maryland Team