



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

October 13, 2022

On the morning of Thursday, October 13, the Optum Maryland Customer Service call center experienced a short service disruption and was unable to receive calls. We apologize if you were affected by this disruption.

At the time of publishing this Bulletin, this issue is resolved and the Optum Maryland call center is again able to receive calls at 1-800-888-1965. If you continue to experience any issue when trying to call us, please email omd_providerrelations@optum.com for assistance.

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 October 7 to October 13.

Target Audience: All Behavioral Health Providers

- 10-13-22: [Incedo System Upgrade and Full-Day Downtime - October 22](#)
- 10-13-22: [Temporary Change to Check-Write Process: October 22, 2022](#)
- 10-13-22: [Incedo System Downtime - October 15](#)
- 10-13-22: [Provider Information Session: Peer Recovery Support Services](#)

Training Opportunities

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

TODAY: Uninsured Eligibility

Thursday, October 13, 2:00-3:00 p.m., EDT

To Register, [Click Here](#).

Next session: December 2022.

TODAY: BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve: Thursday, October 13 (5 p.m., EDT) **An Exploration in Mental Fitness.** Elissa Alden, MBA. Moderator: Jennifer Greenspun, LCSW-C. [Register here](#) or access the flyer [here](#).

News and Reminders

1. Letters were sent on October 11 to providers who did not respond to the Estimated Payment Recoupment Survey.

- These letters were delivered to the "Download" folder in the Incedo Provider Portal. Please look for the file name beginning "EPNoSurveyResponse"

2. **Targeted Case Management Authorization (TCM)** authorization plans: Adult Uninsured, and Child and Adolescent Uninsured authorization plans have been removed.

- When making authorization requests, providers serving uninsured individuals should select the appropriate authorization plan that is listed.
- Authorization spans for uninsured individuals are now up to 180 days rather than 90 days.

3. MDH Transmittal: Waiver for Adults with Brain Injury.

- View the transmittal [here](#)
- View the updated Fee Schedule [here](#).

4. [The 988 Toolkit](#) includes free community outreach materials to raise awareness about 988, the new national suicide and crisis lifeline. Find posters, wallet cards, digital and audio ads, and more. We strongly encourage all providers to visit this page regularly for the latest English and Spanish resources and to share these materials widely. [Learn more about 988 in Maryland.](#)

5. Quick Reference Guide to Recoupment and Offset Codes Used on the PRA:

- A [Quick Reference Guide](#) is now available on maryland.optum.com which details the codes used on PRAs to indicate offsets and recoupments made toward estimated payments and negative balances.
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6. The October Provider Council Meeting will be held on Friday, October 14, at 10:00am. To register, please [click here](#).

The next Bulletin will be sent during the week of October 16.

Thank you,

Optum Maryland Team
