

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

**February 24, 2022**

Please see below for provider alerts, training opportunities and important news and reminders from Optum MD and the Maryland Department of Health (MDH).

#### Provider Alerts

Provider Alerts are posted to [Maryland.optum.com](https://Maryland.optum.com) on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from February 21 to February 24.

#### Target Audience: All Behavioral Health Providers

- [2-24-22: Negative Balance Recoupment Reminder](#)
- [2-24-22: Bed-Hold Process Guidance](#)
- [2-24-22: March Provider Council Meeting Invite](#)

#### Training Opportunities

Training opportunities are posted to the monthly [Provider Training Calendar](#) on maryland.optum.com. Please see below for upcoming training opportunities.

- **The Optum MD Provider Training Calendar for March** is now available. Please [click here](#) to view upcoming training opportunities relating to Authorization Requests, Claim Submission, Supported Employment, ABA, and MDRN

#### News and Reminders

1. Providers who reported that they did not receive the *Notice of Recoupment of Retro Eligibility and Overpayments* letter: These letters were resent and providers should respond to Optum (whether you agree or disagree with the negative balance amount stated the letter you received) by **February 25, 2022**.

2. Claim Lifecycle Reports are now being delivered to providers who requested them. If you would like to request a copy of this report, please [submit your details here](#).

3. Effective Tuesday, February 22, the State of Maryland confirmed the Governor's [February 14, 2022 announcement](#) that state employees and visitors would no longer be required to wear masks while in state-owned and leased buildings. Please note that MDH Healthcare Facilities and other MDH locations may be subject to other requirements.

4. Providers are reminded to ensure that their mailing address is correct in MMIS for important correspondence.

**The next Bulletin will be sent on March 2.**

Thank you,

Optum Maryland Team