

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

April 13, 2022

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 April 8 to April 13.

Target Audience: All Behavioral Health Providers

- 4-13-22: [Management of Negative Balance Moving Forward](#)

Training Opportunities

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

Uninsured Eligibility Request
Thursday, April 21, 10:00-11:00 a.m., EDT
To Register, [Click Here](#).

News and Reminders

1. An issue affecting the entry of diagnoses on authorization requests is now resolved.
 - As communicated in a [provider alert](#) on April 7, a fix for this issue successfully went into effect on April 9.
 - Providers should resume adding all relevant diagnoses to authorization requests.
2. PRP providers may notice errors in their authorization spans (7-month spans for 6 units) and end dates (authorizations end-dated before the end of the sixth month).
 - Optum Maryland is targeting April 23 as the implementation date for the 7-month span fix and emails will be sent to providers as confirmation that the affected spans have been corrected.
 - A fix for the end dates will follow, and Optum MD will enter the correct end dates without any provider action.

3. The due date for all providers' negative balance (due to retro-eligibility reprocessing) is now **May 20, 2022**.

4. For the latest COVID-19 news and updates please visit covidlink.maryland.gov.

The next Bulletin will be sent during the week of April 18.

Thank you,

Optum Maryland Team