

## PROVIDER BULLETIN

### Optum Maryland Provider Updates

May 19, 2022

#### News and Reminders

1. Provider payments were made successfully to all providers on Thursday, May 19. However, some providers may experience a delay in being able to view/download their PRA/835 in PaySpan. Optum MD is working to address this issue, and an announcement will be posted on the Incedo Provider Portal when this issue is resolved and all documents are available in PaySpan. We apologize to providers for the inconvenience caused.
2. A [Procedure for Resolving Disputes Over Negative Balances](#) is posted to the Optum Maryland website for providers to view.
3. The authorization waiver has been extended through **August 3, 2020**. Claims with DOS of January 1, 2020 – August 3, 2020 will process without need for authorization.
  - Beginning August 4, 2020, for claims to pay, services requiring authorization must have a valid authorization in place.
4. Optum MD is currently correcting PRP authorizations containing incorrect end dates. All affected authorizations are expected to be addressed by the end of this week (May 20).
5. Residential Crisis Providers are reminded that when submitting requests for additional days they must provide **updated/ current clinical justification** explaining why the additional days are required. The request must be submitted within 24-business hours.

#### Training Opportunities

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

- The BHA/MedChi Webinar Series: *Helping the Helpers and Those They Serve*. Please [view this flyer](#) for upcoming webinar dates.

**The next Bulletin will be sent during the week of May 23.**

Thank you,

Optum Maryland Team