

# PROVIDER BULLETIN

## Optum Maryland Provider Alerts and Updates

July 7, 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. Below are the provider alerts that have been posted from July 1 to July 7.

#### Target Audience: All Behavioral Health Providers

- 7-6-22: [Incedo Provider Portal System Downtime - July 9](#)

#### Target Audience: Providers Who Receive the 277CA Transaction

- 7-6-22: [Update Regarding the 277CA Transaction](#)

### Training Opportunities

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

#### **TODAY: Incedo Provider Portal – Claims Submission (CMS 1500)**

Thursday, July 7, 10:00-11:00 a.m., EDT

To Register, Click [Here](#).

#### **Incedo Provider Portal – Authorization/ Service Request**

Tuesday, June 12, 2:00-3:30 p.m., EDT

To Register, Click [Here](#).

#### **BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve:**

Thursday, July 14 (5 p.m., EDT) *Finding Structure in Chaos: Enhancing Well-Being and Operational Sustainment for Healthcare Workers in COVID-19 and Beyond*. Joshua C. Morganstein, MD. Moderator: Hinda Dubin, MD. [Register here](#) or [view the flyer here](#).

### News and Reminders

1. Optum Maryland is currently experiencing a service disruption that is causing some delays in postal mail and fax transmissions.

- Providers who have mailed checks to Optum since June 18 onward should email [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com) to advise us that this payment has been sent. Please include the check date and check number.
- We apologize for any inconvenience. Thank you for your understanding as we work to quickly resolve the issue.

**2. The deadline to repay estimated payment balances down to \$25,000 is July 15, 2022.** Balances paid down to \$25,000 by July 15 will receive forgiveness\* on the remaining balance. Please see [this provider alert](#) for details.

- \*The following provider groups are not eligible for the forgiveness program:
  - Hospitals
  - Laboratories
  - Somatic behavioral health providers
  - Out-of-state providers, and
  - Providers who have not yet submitted claims against any of the estimated claims paid.
- Further discussion regarding the estimated payment repayment process will be included in the July Provider Council Meeting on Friday, July 8, at 10:00am EDT. [Click here](#) to register for this meeting.
- A provider alert detailing the repayment process for estimated payments is pending.

**3. The National Suicide & Crisis Lifeline (988):** Maryland will soon have a new way to connect to a local behavioral health crisis call specialist. Starting July 16, 2022, calling 988 will connect people directly to the National Suicide & Crisis Lifeline.

- The Lifeline can provide assistance with substance use and mental health crises.
- To learn more, [access and share the 988 Fact Sheet for Marylanders](#).

**The next Bulletin will be sent during the week of July 11.**

Thank you,

Optum Maryland Team