



PROVIDER ALERT

IMPORTANT INFORMATION

Estimated Weekly Payments to Providers

January 27, 2020

As discussed in the notification you received from Secretary Robert Neall, the Maryland Department of Health is committed to ensuring that all Marylanders in their care receive needed behavioral health services. The Department of Health has an obligation and commitment to ensure that providers are paid for the services that are rendered to our constituents.

Optum Maryland will begin distributing estimated payments based on each provider's average weekly payments during calendar year 2019. These estimated payments will be processed, and paper checks mailed on Tuesday January 28. We anticipate postal delivery within 2-3 business days.

To obtain additional information click to review the [Estimated Weekly Payments Frequently Asked Questions](#).

Optum Maryland will also be offering two WebEx sessions each day on January 29, 30, and 31, to allow providers the opportunity to ask questions regarding this process. Please click [Estimated Payments WebEx Meetings](#) to register for the WebEx date and time you wish to attend.

For specific questions or concerns related to the estimated payments, please email maryland.provpymt@optum.com

The Best Way to Contact Us:

Our Call Center is open Monday thru Friday 8am-6pm and can be reached at 1-800-888-1965. After-hours and holidays are covered by clinical night staff for crisis and emergency services.

You may also email us at MarylandProviderRelations@Optum.com.

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