

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

April 4, 2024

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 March 29 to April 4.

Target Audience: SUD Providers

[4-4-24: Release of Information Question Added to Data Capture Form](#)

Target Audience: All Behavioral Health Providers

[4-4-24: Incedo System Downtime April 6](#)

[4-4-24: Provider Council Meeting - April 12](#)

Training Opportunities

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

Authorization/Service Request

Tuesday, April 23, 2:00 p.m. - 4:00 p.m., EDT

To register, [click here](#)

Claims Submission (CMS 1500)

Thursday, April 25, 2:00 p.m. -3:30 p.m., EDT

To register, [click here](#)

News and Reminders

1. The next Provider Council Meeting will be held on Friday, April 12, at 10:00 a.m., EDT. Please [click here](#) to register.

2. On March 27, 2024, Optum Maryland released a [provider alert](#) communicating an issue impacting users' ability to end-date authorizations in the Incedo Provider Portal (IPP).

- **This issue was resolved by Saturday, March 30, 2024**, and authorization end-dating functionality has been restored in the IPP. Providers are now able to end-date their authorizations as needed.
- If you encounter this issue again, please report it to Optum Maryland customer service at 1-800-888-1965.

The next Bulletin will be sent during the week of April 7.

Thank you,

Optum Maryland Team