

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

August 31, 2023

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 August 25 to August 31.

Target Audience: All Behavioral Health Providers

- [8-30-23: Incedo System Downtime September 2, 2023](#)
- [8-31-23: Labor Day Holiday Office Closure](#)
- [8-31-23: September Provider Council Meeting Invite](#)
- [8-31-23: Update to Level of Care Manual for SUD ASAM Level 3.3 and 3.5](#)

Target Audience: Special Psychiatric Hospitals

- [8-29-23: Fiscal Year 2024 Medicaid Rates for Administrative Days](#)

Training Opportunities

The Optum Maryland [Provider Training Calendar for September](#) is now posted on maryland.optum.com. Please see below for upcoming training opportunities.

Claims Submission (CMS 1500)

Thursday, September 7, 10:00 a.m. - 11:30 a.m., EDT

To Register, [Click Here](#)

Next Session: October 2023

Authorization/Service Request

Thursday, September 7, 2:00 p.m. - 4:00 p.m., EDT

To Register, [Click Here](#)

Next Session: October 2023

Webinar Opportunity: ASAM Criteria in the SUD Residential Setting

As detailed in a [provider alert](#) dated July 13, 2023, MDH and Optum Maryland are hosting a series of meetings to discuss the ASAM Criteria and how these standards

apply in residential settings for 3.1, 3.3, 3.5, and 3.7.

The first webinar was held on July 26 (a recording is available to [view here](#)), and the second was on August 30. There is one additional webinar in this series. Please see date and registration link below:

- [Wednesday, September 27, 2023 | 2:00 – 3:30 pm, EDT](#)

News and Reminders

1. Maryland saw over 2,800 drug overdose deaths, with 80% involving opioids like fentanyl, in 2021. **Please take a moment to [watch this call-to-action video](#)** from Maryland Department of Health Secretary Laura Herrera Scott to learn how healthcare providers and their teams are essential in addressing the overdose crisis. [Learn more](#) about free support from the Maryland Addiction Consultation Service.

2. **Critical Incident Reporting:** We are pleased to see that many providers are filing critical incident reports on the new forms described in [this August 9, 2023 provider alert](#).

- We are noticing that providers are filing a lot of reports concerning deaths that are not unexpected (e.g.: cancer, heart disease, etc.). Providers do **not** have to file reports in these instances; they are only needed when somebody dies unexpectedly, or there is a risk management issue (such as medication side effects, etc.).

3. Providers requesting authorizations for higher levels of care are reminded that these authorizations cannot overlap dates.

- For example; if one authorization ends on September 1, the first day of the next authorization should be September 2.
- Authorizations with overlapping dates will be voided.

4. On August 23, 2023, MDH released a transmittal titled "Clarification of Policy for Coverage of Behavioral Health Ancillary Services at Special Pediatric Hospitals." Please [click here](#) to view this transmittal.

5. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment by December 31, 2023. Any balances that remain outstanding after that date will be referred to the [Central Collections Unit \(CCU\)](#).

- Current balances are reported at the bottom of the weekly PRA and on the Claim Lifecycle Report.

- For assistance at any time, please reach out to the Optum Maryland Reconciliation Team at maryland.provpymt@optum.com.

The next Bulletin will be sent during the week of September 3, 2023.

Thank you,

Optum Maryland Team