

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

December 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.

Target Audience: All Behavioral Health Providers

- 12-7-22: [System Downtime - December 10 \(5:00 a.m. to 7:00 a.m., EST\)](#)

Training Opportunities

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

Uninsured Eligibility

Thursday December 8, 10:00-11:30 a.m., EST

To Register, Click [Here](#).

Next Session: February 2023

BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve: Finding Antidotes to Burnout Through Contradictory Truths. Alana Iglewicz, MD.

Thursday, December 8, 5 p.m., EST

[Register here](#) or [access the flyer here](#).

Supported Employment – Provider (SE-P)

Tuesday, December 13, 10:00-11:30 a.m., EST

To Register, Click [Here](#)

Next Session: March 2023

News and Reminders

1. Providers who submit claims with coordination of benefits (COB) via postal mail are reminded that processes exist to allow direct submission of these claims into the IPP. The processes for submitting COB claims when the other carrier has partially paid, and when the other carrier has paid \$0, are detailed in this [provider alert](#) from September 22, 2022.

- Providers who have submitted appeals, grievances, or complaints by mail or fax are reminded of processes outlined in a [provider alert](#) dated July 19, 2022. Providers are able to submit appeals, grievances, and complaints by contacting Optum Maryland customer services at 1-800-888-1965, even if you have already sent these in by postal mail.

2. Letters are due to be sent later this month regarding refunds to providers who paid down their Estimated Payment balance by check or wire transfer to less than \$25,000. If a refund is due, any balance will be applied to all existing State or Medicaid negative balances due first. These letters will be delivered to the Incedo Download folders of affected providers.

- Providers should regularly check the Incedo portal dashboard for updates and new downloads, however we will also post a notification in the Provider Bulletin when these letters have been delivered.

3. The [MDH 988 Toolkit](#) now includes resources for youth: Find 988 cards targeting students and schools as well as free promotional materials for all Marylanders (including posters, ads, magnets, and more) to promote this important service. We strongly encourage everyone to [visit this page](#) regularly and share the latest resources. [Learn more about 988 in Maryland.](#)

4. **Deaf and Hard of Hearing Virtual Stakeholder Meetings:** The Policy and Procedures subcommittee of the Behavioral Health Administration will host five regional stakeholder meetings to share information on PBHS services available and to obtain input from stakeholders on how to enhance public behavioral services for individuals who are deaf and hard of hearing in Maryland. Please click [here](#) for full details.

5. The PRP Adult Functional Impairment training video has been updated and it explains the Maryland Department of Health criteria for adult PRP regarding functional impairments. For more information, click [here](#).

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

Thank you,

Optum Maryland Team