

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

February 29, 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 February 24 to February 29.

Target Audience: All Behavioral Health Providers

- [2-27-24: Public Behavioral Health System Administrative Service Organization Vendor Change](#)
- [2-29-24: Provider Memo: Communication to Active PBHS Billing Providers Regarding the Extension of the Claims Denial Mitigation Project](#)
- [2-29-24: Provider Council Meeting - March 8, 2024](#)
- [2-29-24: Incedo System Downtime - March 2, 2024](#)

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

Thursday, March 14, 2:00 p.m. - 4:00 p.m., EDT

To Register, [Click Here](#)

Supported Employment

Thursday, March 28, 2:00 p.m. – 3:30 p.m., EDT

To Register, [Click Here](#)

News and Reminders

1. Optum Maryland's statement regarding the issues impacting Change Healthcare can be found on our website's homepage; Maryland.optum.com

2. The next Provider Council Meeting will be held on March 8, 2024, at 10:00 am., EST. Please [click here](#) to register.

3. Reminder: Claim Submission Methods

We wish to remind providers of their options for claim submission that can be utilized, if needed, as an alternative to their usual method of claim entry.

- Claim entry directly into the Incedo Provider Portal (IPP):
 - If you do not have an IPP login, you can gain access to the portal by obtaining a registration token, following the instructions [in this document](#). A training video is found [here](#).
 - Instructions and training on claims submission using the CMS 1500 form in the IPP can be found on the Optum Maryland website [here](#). A guide to using the IPP (including claim submission) is found [here](#).
 - UB-04 claims cannot be entered directly into the IPP, however an 837-file CAN be uploaded into the IPP if you are able to generate an 837.
 - 837 files loaded directly into Incedo may include up to 500 claims, maximum.
 - If creating an 837 format through alternate means, it is recommended that providers submit a test transaction to the EDI team via email (omd_edisupport@optum.com); the OMD EDI team will run it through a test environment to ensure it meets the minimum validation requirements which will help ensure a successful submission.
 - If you cannot generate an 837-file, UB-04 claims will need to be sent via postal mail.
- Paper claims can be mailed to Optum Maryland, P.O. Box 30531, Salt Lake City, UT 84130.
- Claims can be faxed to Optum at 844-913-0799.

The next Bulletin will be sent during the week of March 3.

Thank you,

Optum Maryland Team