

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

June 29, 2023

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly.

Target Audience: All Behavioral Health Providers

- 6-29-23: [July Provider Council Meeting Invite](#)
- 6-29-23: [Independence Day Holiday Office Closure](#)

Training Opportunities

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

PRP - Adult

Tuesday, July 11, 10:00 a.m.-12:00 p.m., EDT

To Register, Click [Here](#).

Next Session: TBD

News and Reminders

1. **Providers End-Dating IN PROCESS authorizations:** Providers are not able use the "END DATE" button to discharge authorizations that have the status of "In Process" (i.e., not yet approved/denied by Optum). In these instances, providers should use the Pencil Note function to add a note about the participant's discharge date. Clinical Care Advocates will update the discharge date when they review the in-process authorization. Instructions on how to use the Pencil Note field for this purpose are given [here](#).
2. Providers who have an outstanding estimated payment balance OR a 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 July 2.

Thank you,

Optum Maryland Team