

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

March 23, 2023

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

- 3-23-23: [Incedo Portal System Downtime - March 25](#)
- 3-23-23: [COMAR 10.01.18 Update to Training Requirements](#)

Training Opportunities

Although there are no training events for the remainder of March, the Optum Maryland [April Provider Training Calendar](#) is now posted on maryland.optum.com. Please see below for upcoming training opportunities.

Claim Submission - Incedo Provider Portal

Tuesday, April 6, 2:00-3:30 p.m., EST

To Register, Click [Here](#)

Next Session: May 2023

News and Reminders

1. Letters regarding Medicaid negative balances will be delivered to the Incedo Download folder (of affected providers) by March 24. Please look for the file name beginning "MEDICAIDNEGBAL." These letters will also be sent by certified mail.
2. Additional information has been added to the "Backdating Exception Authorization Request" provider alert (originally released February 2, 2022). Please click [here](#) to view the updated provider alert.
3. The MDH 988 Toolkit includes free materials (including posters, graphics and

information targeting youth, veterans and LGBTQ+ Marylanders) to promote the 988 Suicide & Crisis Lifeline in Maryland. We encourage everyone to [visit this page](#) regularly and share the latest resources. [Learn more about 988](#).

4. The “SUD-Partial Hospitalization-Initial” authorization plan has been updated to default to a 7-day datespan effective **March 17, 2023**. This is now aligned with the maximum number of units available on the authorization, which has been a maximum of 7 units since Incedo Authorizations began. Previously providers would have to overlap their initial authorization by 3 days to eliminate gaps due to this discrepancy. Providers no longer need to do this and can request SUD-PHP-Concurrent authorizations to begin 1 day following the end of their SUD-PHP-Initial request.

The next Bulletin will be sent during the week of March 26th.

Thank you,

Optum Maryland Team