

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

May 4, 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

- 5-4-23: [May Provider Council Meeting Invite](#)
- 5-4-23: [Incedo Portal System Downtime - May 6](#)
- 5-4-23: [Level of Care Manual and Combination of Services Update](#)
- 5-4-23: [Update to Service Codes for Residential Crisis Services](#)

Training Opportunities

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

Authorization/Service Request

Tuesday, May 9, 10:00 a.m.-12:00 p.m., EDT

To Register, Click [Here](#)

Next Session: June 2023

ABA Requests

Thursday, May 11, 2:00-4:00 p.m., EDT

To Register, Click [Here](#)

Next Session: August 2023

News and Reminders

1. A fix for the "tabbing" issue on the Claim submission form in Incedo was successfully implemented on April 29, 2023. If you continue to encounter this issue, please contact Optum Customer Service at 1-800-888-1965 to report the issue.

2. The Participant Eligibility Report is now being delivered weekly to providers who have a "Download" folder within the Incedo Provider Portal. Please check your Download folder for the file-name beginning "Recip_Elig". If you do not have an Incedo Download folder, you can request this report by contacting marylandproviderrelations@optum.com.

The next Bulletin will be sent during the week of May 8.

Thank you,

Optum Maryland Team