



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

November 3, 2022

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

- 11-2-22: [Incedo Portal System Downtime - November 5](#)
- 11-3-22: [Intermittent Incedo System Downtime and Update on IPP Issues](#)

Training Opportunities

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

Claims Submission - Incedo Provider Portal

Tuesday, November 8, 2:00-3:00 p.m., EST

To Register, [Click Here.](#)

Next session: December 2022

Authorization/Service Request - Incedo Provider Portal

Thursday, November 10, 2:00-3:00 p.m., EST

To Register, [Click Here.](#)

Next session: December 2022

We strongly recommend providers attend the November 10 Authorization/Service Request Training. This will include detail on the new authorization end-dating functionality, [detailed in this provider alert.](#)

News and Reminders

1. The Provider Council Meeting scheduled for November 11 is canceled. Please see [this alert](#) for details.
2. Eligible providers who did not participate in the Estimated Payment forgiveness program earlier this year have until November 18, 2022 to pay their estimated payment balance down to \$25,000 to receive forgiveness. Please see [this alert](#) for details.
3. Providers are now able to add end-dates to authorizations in the Incedo Provider Portal, please see [this provider alert](#).
 - Please note; For Residential levels of care, the end-date should be the day before the discharge date. The end-date is the last day of service, discharge date is the day the participant actually left the facility. RRP is treated as a non-residential level of care.
4. PRP and MDRN training resources have been added to the Optum Maryland website. See below:
 - The *PRP Adult Functional Impairments Video* has been posted [here](#).
 - An updated *ABA Medical Necessity Criteria* was posted on November 1 and is available [here](#).
 - *Maryland Recovery Net (MDRN) At a Glance Incedo Submissions* is updated, please see [here](#).

The next Bulletin will be sent during the week of November 6.

Thank you,

Optum Maryland Team