

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

November 9, 2023

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 November 3 to November 9.

Target Audience: All Behavioral Health Providers

[11-9-23: Update to Denied Claims Report Guides](#)

[11-9-23: Incedo System Downtime - November 11](#)

[11-9-23: Provider Council Meeting - November 17](#)

Training Opportunities

Training opportunities are posted to the monthly [Provider Training Calendar](#) on maryland.optum.com. Please see below for upcoming training opportunities.

Authorization/Service Request

Tuesday, November 14, 2:00 p.m. - 4:00 p.m., EST

To Register, [Click Here](#)

Next Session: TBD

BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve: Overcoming Self-Doubt and The Imposter Syndrome. Alex Chan, PhD.

Thursday, November 9, 5:00 p.m., EST

[Register here.](#)

News and Reminders

1. Providers who are eligible for the **six-month extension of estimated payment recoupment** have received a letter in their Incedo Download folder. This letter includes a link to a survey which can be used to advise Optum and MDH of your repayment preference.

- Please look for the filename beginning "**EPExtensionSurvey**"
- Please complete the survey by end of day on **November 10, 2023**

2. **PRP Providers** are reminded that when an authorization receives an administrative denial, information regarding the denial will be added to the Pencil Note field within the authorization. Please see the screenshot below as an example:

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Provider Site	Phone	Procedure	Start Date	End Date	Units
50430281	10706641	A20233675550		Denied			H0018 - MH-Crsim-SFG-H0018-Alcohol and/or drug services	11/2/2023	11/11/2023	10
50428761	10706614	A20233675140		Voided			T2048 - MH-MHR&B-09-T2048-Residential Room and Board	11/2/2024	11/11/2024	10
50428760	10706614	A20233675140		Voided			H0018 - MH-Crsim-SFG-H0018-Alcohol and/or drug services	11/2/2024	11/11/2024	10
50428655	10706601	A20233675117		Voided			T2048 - MH-MHR&B-09-T2048-Residential Room and Board	12/2/2023	12/11/2023	10

Service Request Summary		
ID: 50430281	Request Type: Pre-cert	Priority: Standard
SRA #: A20233675550	Submission Date/Time: 11/2/2023 2:46:24 PM	Treatment Setting: Of
Date	Author	Note
11/7/2023, 9:39:10 AM	Naranizo, LCPC, Periklis (CMD Senior Care Advocate)	The note as to why the auth was admin denied will be here.

3. **NEW:** Optum Maryland CMO Weekly Office Hours. **Dr. Steve Daviss**, Chief Medical Officer at Optum Maryland, will hold a weekly "office hours" call on Wednesday's at noon, for discussion of clinical matters. Please [click here](#) for further details and a meeting link.

4. The next Provider Council Meeting will be held on Friday, November 17, at 10:00 am. Please [register here](#) for this meeting.

5. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment. Please view [this provider memorandum](#) for the most recent information regarding repayment.

- Current balances are reported at the bottom of the weekly Provider Remittance Advice (PRA) and on the Claim Lifecycle Report.

The next Bulletin will be sent during the week of November 12.

Thank you,

Optum Maryland Team