

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

November 16, 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. Below are the provider alerts that have been posted from November 9 to November 16.

Target Audience: All Behavioral Health Providers

- [11-16-23: Thanksgiving Holiday Hours and Provider Payment](#)
- [11-16-23: 1099 Tax Forms for 2023](#)

Training Opportunities

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

Maryland Recovery Net

Tuesday, November 28, 12:00 p.m. - 2:00 p.m., EST

To Register, [Click Here](#)

Next Session: TBD

News and Reminders

1. The next Provider Council Meeting will be held on Friday, November 17 at 10:00 am. Please [click here](#) to register.

2. Interest payments for the month of October have been mailed to providers who are due interest payments for this period. A letter and claim details have been delivered to providers' Incedo Download folders. Please look for the filename beginning:

- "October2023Interest" for the letter, and;
- "Interest" for the claim detail spreadsheet.

3. Messaging the 988 Suicide & Crisis Lifeline:

MDH is sharing a letter from Behavioral Health Administration Deputy Secretary Alyssa Lord about messaging the 988 Suicide & Crisis Lifeline. MDH is asking you to check materials, webpages, email signatures and replace “211, press 1” or any other behavioral health promotions with 988 messages instead. [Read more](#).

4: Providers are reminded to check their Incedo "Download" folder regularly as Optum Maryland will use this folder for delivery of documents and information. A guide to accessing this folder and documents is [posted here](#).

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 19.

Thank you,

Optum Maryland Team