



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

January 27, 2022

Please see below for provider alerts, training opportunities and important news and reminders from Optum and the Maryland Department of Health (MDH).

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 January 20 to January 27.

Target Audience: All Behavioral Health Providers

- [01-27-22: Program Quality Self-Assessment Tools](#)
- [01-27-22: February Provider Council Meeting Invite](#)
- [01-26-22: BHA Notice of Funding Announcement](#)
- [01-26-22: Incedo System Downtime - January 29, 2022](#)

Training Opportunities

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

Incedo Provider Portal – Claims Submission (CMS 1500)

Tuesday, February 8, 2:00 - 3:00 p.m., EDT

To Register, Click [Here](#)

News and Reminders

1) **The Negative Balance and Claim Lifecycle Report Survey is now closed.** The survey was designed to allow providers to review their retro-eligibility negative balance, and respond with their repayment preferences. Providers can still request a copy of the Claim Lifecycle Report by [submitting their details here](#).

2) Letters will be delivered to providers' Incedo mailboxes shortly confirming their survey choices.

- For those who did not complete the survey, they will receive a letter in their Incedo mailbox notifying them that their claims will be clipped at 25% of current claims (averaged over a 10-month period)
- If you did not complete a survey and wish to discuss the status of your retro-eligibility balance, please send an email to maryland.provpymt@optum.com

The next Bulletin will be sent on Wednesday, February 2.

Thank you,

Optum Maryland Team