

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

December 29, 2021

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 December 23 to December 29.

Target Audience: All Behavioral Health Providers

- [12-29-21: January 2022 Provider Training Calendar](#)

Target Audience: Emergency Department and Institution for Mental Disease (IMD) Providers

- [12-23-21: Changes to IMD Inpatient Admissions](#)

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, January 11, 2:00-3:00 p.m., EDT

To Register, Click [Here](#)

Incedo Provider Portal – Authorization/Service Request

Thursday, January 13, 10:00-11:30 a.m., EDT

To Register, Click [Here](#)

News and Reminders

1) Optum Maryland offices will be closed on Friday, December 31. **Our clinical staff will be available for crisis calls and emergency services via the Optum Maryland toll-free number, 1-800-888-1965.**

2) Providers who received a **Notice of Recoupment of Retro-Eligibility and Overpayments** letter are asked to complete the [Negative Balance and Claim Lifecycle Report Survey](#).

- The negative balance due to retro-eligibility reported in the letter is current for all claims processed for the period January 1, 2020 through December 21, 2021
- If the amount reported on your letter is \$500 or less, there is no need to complete the survey. This amount will be collected from current claims
- If you did not receive a letter, you likely may not have any retro-eligibility overpayment. You can confirm this by emailing maryland.provpymt@optum.com
- The [Negative Balance and Claim Lifecycle Report Survey](#) was updated slightly on Monday, December 27. If you completed the survey before this date and wish to make changes, please email maryland.provpymt@optum.com
- **The survey must be completed by January 21, 2022 (30 days from the date of the letter)**

3) For the latest COVID-19 updates, please visit coronavirus.maryland.gov and covidlink.maryland.gov.

4) A notice of [Temporary Telehealth Allowance](#) was released on December 22, 2021.

5) Providers are reminded to retrieve/use client-level COVID-19 vaccine status data from the IPP in your vaccination outreach efforts.

- Training materials can be found [here](#)
- A Quick Reference Guide is posted [here](#)

6) Providers are reminded to ensure that [MCO ROI](#) forms are signed and up-to-date and submitted to the Incedo Provider Portal.

The next Bulletin will be sent on January 5, 2022.

Thank you,

Optum Maryland Team
