

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

September 7, 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 September 1 to September 7.

#### Target Audience: All Behavioral Health Providers

- [9-07-23: Participant Third Party Liability Information Discrepancy in Incedo Provider Portal](#)

#### Update:

- An update has been made to the August 31 provider alert: [Corrected Error in Level of Care Manual: SUD Medium Intensity Residential \(ASAM 3.3\) and High Intensity Residential \(ASAM 3.5\)](#)

#### 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 - **POSTPONED**

**Original date:** Thursday, September 14, 2:00 p.m. - 4:00 p.m., EDT

**A new date for this training will be communicated once confirmed.**

- **An automated cancellation email will be sent to providers who registered for this training.**

#### Webinar Opportunity: ASAM Criteria in the SUD Residential Setting

As detailed in a [provider alert](#) dated July 13, 2023, MDH and Optum Maryland are hosting a series of meetings to discuss the ASAM Criteria and how these standards apply in residential settings for 3.1, 3.3, 3.5, and 3.7.

Please note, although ASAM 4 is due to take effect later this year, we will continue to

use the current (3rd edition) ASAM criteria until MDH completes regulatory changes in preparation for ASAM 4th edition criteria.

- The first webinar was held on July 26 (a recording is available to [view here](#))
- The second was on August 30 (the recording is available to [view here](#))
- There is one additional webinar in this series. Please see the date and registration link below:

• [Wednesday, September 27, 2023 | 2:00 – 3:30 pm, EDT](#)

## News and Reminders

### 1. September is Suicide Prevention Awareness Month

Suicide is preventable, and thanks to providers like you, we can make a difference in Maryland.

- The Behavioral Health Administration's Office of Suicide Prevention developed a new [Suicide Prevention Toolkit](#) with resources and practical tips for building awareness and promoting care.
- Providers are also encouraged to join the 35th Annual Suicide Prevention Conference on October 4. This virtual event is an opportunity to learn about special topics in suicide prevention. 5.75 CEUs are available for psychologists, counselors and social workers. Register here: <https://rb.gy/ol8m7>

### The following services are available for individuals who are experiencing crisis:

- The Optum Crisis Line is available 24/7 to support anyone who is experiencing crisis. Call (800) 888-1965, TTY 711.
- Call or text 988 or chat [988lifeline.org](https://988lifeline.org) to reach the 988 Suicide & Crisis Lifeline.

2. The September Provider Council Meeting will be held on Friday, September 8, at 10:00 am EDT. Please [click here](#) to register for this meeting.

3. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment by December 31, 2023. Any balances that remain outstanding after that date will be referred to the [Central Collections Unit \(CCU\)](#) .

- Current balances are reported at the bottom of the weekly PRA and on the Claim Lifecycle Report.
- For assistance at any time, please reach out to the Optum Maryland Reconciliation Team at [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com).

**The next Bulletin will be sent during the week of September 10.**

Thank you,

Optum Maryland