



PROVIDER ALERT

ACTION REQUIRED Payspan EFT Registration January 10, 2020

Optum Maryland has partnered with Payspan and will be electronically transmitting payments and remittance advice for providers effective the week of January 13, 2020 for the Maryland Public Behavioral Health System. Payspan is free to providers and conveniently reduces costs, speeds secondary billings, improves cash flow, and reduces paper usage. Please take advantage of this convenient and free service for **Optum Maryland**.

This free service electronically deposits Optum Maryland provider reimbursement payments to the bank account(s) of your choice via electronic funds transfer (EFT) and provides online access to Explanation of Payments (EOPs) and payment reconciliation reports. This notification explains the services offered by Payspan, the benefits of the Payspan solution, and how to register your practice for the service.

What You Need to know:

- Your practice will be assigned a unique Payspan registration code(s) which identifies your relationship with Optum Maryland. Your new registration code will allow you to register to receive payments via EFT.
- This code(s) will be sent to you via email from Payspan (ProviderEnrollment@payspan.com) along with registration instructions for those providers with existing Payspan accounts.
- If your organization is not currently enrolled with Payspan, you may request the registration codes by completing the following request form: <https://www.payspanhealth.com/RequestRegCode/>. Please complete all the required information and select "Optum Behavioral Health" from the Affected Payer List.
- If your organization was registered with Payspan through Beacon you will still need to complete the enrollment process with Payspan for Optum Maryland.
- It is recommended that your office administrator attend a free training webinar session hosted by Payspan that will walk you through the registration process. Please follow the instructions below to register for the free training session.

To Register for the January 15th training session go to:

1. [Click here to register for the training.](#)
2. Look for Session Status and Click on Registration.
3. Complete the registration Information and click register Session Number: 732 513 304.
4. After your registration has been approved, you will receive instructions for joining the training session.

To Join the meeting, Go to:

1. [Click here to join the meeting.](#)
2. Enter your name and email address.
3. Session Number: 732 513 304.
4. Enter the session password.
5. Click "Join Now" and follow the instructions that appear on your screen.

The Best Way to Contact Us:

Our Call Center is open Monday thru Friday 8:00 a.m. - 6:00 p.m. and can be reached at 1.800.888.1965. After hours and holidays will be covered by clinical night staff for crisis and emergency services.

The Call Center is experiencing higher than expected call volume and wait times to speak to a customer service representative may be long.

If you have questions after you've review the materials shared above send to marylandproviderrelations@optum.com.

Thank you,
Optum Maryland Team

If you're unable to click the links in this email, please click the text above, "View this message in a browser."

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