



PROVIDER ALERT

Claims Status Review January 11, 2020

Optum Maryland and the Maryland Department of Health (MDH) encourage providers to continue to submit their claims to the Incedo Provider Portal.

We are aware that some providers have had issues determining claims status. To assist providers in researching the status of claim files and individual claims, Optum Maryland has created an [Incedo Claims Management Quick Reference Guide](#).

As a reminder for information presented in earlier alerts, please be advised that for the month of January, we will process your claims regardless of an authorization being on file in the Incedo Provider Portal and request that you do not delay submitting your claims for adjudication.

The Best Way to Contact Us:

Our Call Center is open Monday thru Friday 8am-6pm 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.

For questions regarding claims management or status, we recommend that you review the materials above or send your questions to marylandproviderrelations@optum.com.

Thank you,
Optum Maryland Team

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Optum | BH Provider Management - PDM Team - MN103-0700 | P.O. Box 1459 |
Minneapolis, MN 55440-1459