



PROVIDER ALERT

IMPORTANT INFORMATION Estimated Weekly Payments to ABA Providers January 31, 2020

As discussed in the notification you received from Secretary Robert Neall, the Maryland Department of Health is committed to ensuring that all Marylanders in their care receive needed behavioral health services. The Department of Health has an obligation and commitment to ensure that providers are paid for services rendered to our constituents.

Optum Maryland will begin distributing estimated payments to ABA Providers based on each provider's average weekly payments during the 2019 calendar year – calculated based on the number of weeks each provider billed. Processing for estimated payments will begin on Feb. 4 and will continue through April 20, 2020. Payments will be made via EFT for providers registered with Payspan or via paper checks, which will be mailed on Tuesday, Feb. 4. We anticipate postal delivery for paper checks within 2-3 business days. ABA providers' Feb. 4 payment will include the average estimated weekly payment that was paid to other providers on Jan. 28, 2020. Payment will also include a portion of any backlogged amount for unpaid submitted claims.

Please note you are required to continue submitting claims and authorization requests via the Incedo Provider Portal throughout the estimated weekly payment period. For additional information, review the [Estimated Weekly Payments Frequently Asked Questions](#).

For specific questions or concerns related to the estimated payments, please email maryland.provpymt@optum.com

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 are covered by clinical night staff for crisis and emergency services.

You may also email us at MarylandProviderRelations@Optum.com.

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