



PROVIDER ALERT

OPTUM MARYLAND CALL CENTER INFORMATION & HOURS
1.800.888.1965 (effective January 1, 2020)
December 31, 2019

Effective January 1, 2020, Optum Maryland will become the new administrative service organization for the Maryland Public Behavioral Health System. Starting January 1, providers should continue to call the existing Call Center number – 1.800.888.1965. Providers will hear a new menu of options, so please listen to the entire new menu. Since January 1 is a holiday, the administrative offices will be closed but providers will be able to obtain a temporary authorization number for any crisis/emergency services or admissions.

Our [Incedo Provider Portal](#) will be available to providers at 8:00 AM (EST) on January 1, 2020 and will allow you to begin servicing participants that are part of the Maryland Public Behavioral Health System. Our Maryland.optum.com website will have [helpful tools](#), such as manuals, forms, guides, training videos, token and registration information, to assist in the administration of this program.

Optum Maryland's claims payment production process will begin on Thursday, January 9th. We anticipate checks being mailed first class on the 9th and 10th and should arrive at your offices within 1-3 business days. We are working to fully implement electronic payments for providers selecting that option within two to four weeks.

Beginning January 2, 2020, Optum customer service representatives will be taking your calls at 1.800.888.1965. Customer service personnel will be available 7:00 AM until 7:00 PM EST, Monday through Friday for an interim period. After hours and holidays will be covered by clinical night staff for crisis and emergent services. Representatives will be able to respond to questions regarding authorization, claims, and eligibility as well as other issues. Providers can also reach us at marylandproviderrelations@optum.com.

Please email your questions to: marylandproviderrelations@optum.com.

Thank you,
Optum Maryland Team

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