



# PROVIDER ALERT

## OMHC Authorization Requests Issue Resolved

**March 18, 2020**

Optum Maryland has resolved an issue relating to Outpatient Mental Health Clinics (OMHC).

Reported Issue: OMHCs were experiencing an issue when entering authorization requests in which the user, after entering the authorization details, was returned to the "Auth Request Manager" page without the system generating an authorization number.

This issue has been fixed and tested. OMHCs are now able to submit authorizations and the system will generate an authorization number.

For questions relating to this alert, please contact Provider Relations at: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com).

Thank you,  
Optum Maryland Team

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