



PROVIDER ALERT

Availability of Historical 835s and PRAs in PaySpan

August 2, 2022

Target Audience: All Behavioral Health Providers

As previously stated in the [Provider Bulletin](#) of July 27, 2022, the PaySpan user portal provides only 18 months of historical data for the following documents:

- 835s
- Provider Remittance Advice (PRA)

If you need to access 835s or PRAs that are older than 18 months, please contact Optum Maryland via the methods below, to request these documents.

- Call: 1-800-888-1965
- Email: marylandproviderrelations@optum.com

Optum Maryland will then coordinate with PaySpan to obtain the requested documents. Within 5 business days, the documents will be delivered to the email address the requestor provides customer service. For your security, the email will be sent encrypted with a unique sign-in link.

Thank you,

Optum Maryland Team