



PROVIDER ALERT

Authorization Requests for Urgent Levels of Care from the Emergency Room

August 12, 2020

August 13, 2020, Clarification: Providers only need to call Optum Maryland if they wish to obtain an authorization while the Patient is in the emergency room. If the Provider prefers to wait until the patient leaves the ER, they can place the authorization request through the Incedo Provider Portal within 24 hours of admission, as usual.

When requesting authorization for an urgent Level of Care (Inpatient Mental Health, Inpatient Detoxification, or Crisis Residential) **for a participant who is currently in the ER**, Providers must contact Optum Maryland by phone, and not through the Incedo Provider Portal.

Telephonic reviews of these urgent cases allow Optum Maryland to process the requests in real time, thereby ensuring there are no delays for these urgent cases.

Optum Maryland representatives are available 24-hours a day, seven days a week at 1-800-888-1965 to accept these precertification requests.

Thank you,

Optum Maryland Team