



## **PROVIDER ALERT**

**Subject:** OES 1000 Form Submissions Contact Update

**Issued:** December 30, 2024

**Target Audience:** Psychiatric hospitals and residential treatment centers (RTCs)

Please be aware of the updated contact information for submitting OES 1000 (Office of Eligibility Services) forms under Carelon Behavioral Health, the new Administrative Services Organization for Maryland's Public Behavioral Health System, beginning **January 1, 2025**.

All OES 1000 forms should be submitted to: [UMcorrespondenceMD@carelon.com](mailto:UMcorrespondenceMD@carelon.com) for authorization and signature.

Providers can begin submitting forms to Carelon's email prior to the official January 1, 2025, ASO transition date.

As a reminder, the OES approval process is listed below:

1. Send the OES 1000 form to Carelon for authorization and signature.
2. Send the signed OES 1000 form and application to: MA Waiver Unit, St. Paul Street, Room 400, Baltimore, MD 21202.
3. Send a copy of the OES 1000 form to: MDH HealthChoice Enrollment Section, Room L-9201 Preston Street, Baltimore, MD 21201.
4. Please keep a copy of the OES form at the facility for the participant's case file.

Full OES form instructions and contact information are listed on the [Carelon website](#) under Behavioral Health Providers > Provider Resources and Support > Guides and Forms > [Guides](#), titled *LTC Process OES Instructions*.

If you have any further questions **between now and January 1, 2025**, please email: [MDHtransitionsupport@carelon.com](mailto:MDHtransitionsupport@carelon.com).

To contact the Carelon Behavioral Health Provider Relations Team **after January 1, 2025**, email [Provider.Relations.MD@carelon.com](mailto:Provider.Relations.MD@carelon.com).

Thank you,

The Carelon Maryland Team