



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

December 19, 2024

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from December 14 to December 19.

Provider Alerts issued by Optum:

- [12-19-24: Holiday Office Closure and Provider Payments](#)
- [12-19-24: Incedo System Downtime - December 21, 2024](#)

Provider Alerts issued by Carelon:

- [12-19-24: First Provider Payments of 2025 and Payspan Registration](#)

News and Reminders

1. Claim Submission Reminder

Starting **December 22, 2024**, providers must submit electronic and paper claims to Carelon for processing, *even if services rendered occurred under the Optum contract*.

- Claims received by Optum after December 21 through December 31, 2024, will be denied and must be resubmitted to Carelon.

2. Providers are reminded to ensure that their information is up-to-date in [ePREP](#). Optum and Carelon will use the details saved in ePREP for sending important communications and checks.

Behavioral Health ASO Transition Information

The Maryland Medicaid Behavioral Health Administrative Services Organization will transition to Carelon on January 1, 2025. Information regarding the transition is posted to [this webpage](#) and updates will also be posted here on the Provider Bulletin.

A document of [key transition dates and information](#) for providers is posted on the [ASO Transition webpage](#) on the Optum Maryland website.

An updated [Combined Provider Frequently Asked Questions](#) document was posted on November 26, 2024.

NEW: The Carelon Provider Training Calendar for January 2025 is [posted here](#).

The scheduled Carelon training sessions for January 2025 include "Office Hours" for asking one-off questions. Any provider type or CSA/LBHA can register to attend. Simply click the link on the calendar for the desired training and you will be directed to a registration window.

- **DORS** (MD Division of Rehabilitation Services) training sessions are scheduled for January 3, 2025, and January 28, 2025, at 2:00 p.m., EST.
- **MDRN** (Maryland RecoveryNet) training sessions are scheduled for January 7, 2025, and January 20, 2025, at 2:00 p.m., EST.
- **CSA/LBHA** (Core Service Agency/Local Behavioral Health Authority) training sessions are scheduled for January 14, 2025, and 27 at 2:00 p.m., EST.

Carelon will also host an additional virtual training highlighting ***CSA/LBHAs and the Maryland Medicaid Contract*** on December 27, 2024, at 2:00 p.m., EST. To register, please click [here](#).

View the [Carelon Provider Training Calendar](#) for December 2024. Upcoming provider training opportunities are listed below. Please access individual registration links from the [Training Calendar](#):

Monday, December 23, 2024:

11:00 a.m., EST | Office Hours
2:00 p.m., EST | Health Homes

Friday, December 27, 2024:

11:00 a.m., EST | Availity Training

Monday, December 30, 2024:

11:00 a.m., EST | Higher Levels of Care
2:00 p.m., EST | Office Hours

Tuesday, December 31, 2024:

11:00 a.m., EST | Availity Training

The next Bulletin will be sent during the week of December 22.

Thank you,

Optum Maryland Team