

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

December 31, 2024

#### Provider Alerts

Provider Alerts are posted to [Maryland.optum.com](https://Maryland.optum.com) on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from December 24 to December 31.

#### Provider Alerts from Carelon:

- [12-31-24: Carelon Overview Info Series Begins January 6 – Register Now](#)
- [12-31-24: Scheduled System Downtime – January 4, 2025](#)
- [12-30-24: OES 1000 Form Submissions Contact Update](#)
- [12-26-24: Carelon Behavioral Health Provider Digital Front Door Registration Support](#)

#### Behavioral Health ASO Transition

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

#### Key Upcoming Dates:

- **12 p.m. (noon) EST, December 31, 2024:** Optum will accept Uninsured Requests and Participant Merge requests until noon on December 31, 2024. Merges that are open after this time will be transferred to Carelon.
- **December 31, 2024:** Providers will continue to submit authorization requests to Optum Maryland through 11:59 p.m., EST on December 31, 2024.
- **Effective midnight (00:00) EST on January 1, 2025:** Incedo will be accessible only in “read-only” mode until March 31, 2025, when access will be closed entirely.

- **January 1, 2025:** Carelon officially takes over as the Maryland PBHS ASO. All claims, authorizations, and clinical support materials should be submitted to Carelon via its [Provider Digital Front Door](#).
- **January 2, 2025:** The final payment from Optum will occur on Thursday, January 2, 2025.
- **January 6, 2025:** Carleon's first check run takes place. Reminder: The first set of provider payments will be processed via paper check and mailed, whether included in this first check run or not. Payment processing and mail delivery times may vary.
- **March 31, 2025:** The Optum Maryland website [maryland.optum.com](http://maryland.optum.com) will be taken down. All relevant information will be posted on [maryland.carelonbh.com](http://maryland.carelonbh.com).

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.

### **Carelon Key Information:**

→ Carelon's virtual office hours are scheduled every day at 11 a.m. from January 2 through January 17, 2025, for providers to ask one-off questions.

Carelon's website, *Provider Digital Front Door*, and updated *Maryland PBHS Provider Manual* are now live and accessible. Providers can access them below at the designated links. It is recommended to save these links for future access and easy reference.

- Carelon website: <https://maryland.carelonbh.com>
- Carelon [Provider Digital Front Door](#)
- Updated [Maryland PBHS Provider Manual](#)

Continual provider training is available. Click to view the Carelon provider training calendar for [January 2025](#). Some key training opportunities are highlighted below. To sign up, click the link in the calendar for the desired training and you will be directed to a registration window.

→ A special training session titled "**What's New?**" is scheduled for Monday, January 6 at 2 p.m. This virtual forum will provide a deep dive into the ASO's structure and functions, along with a walkthrough of Carelon's website and an interactive Q&A. It is encouraged for all providers to attend. [Register here!](#)

### **Upcoming trainings:**

- **Friday, January 3, 2025:** 2 p.m., EST | DORS (MD Division of Rehabilitation Services)
- **Monday, January 6, 2025:** 2 p.m., EST | What's New?
- **Tuesday, January 7, 2025:** 2 p.m., EST | MDRN (Maryland RecoveryNet)
- **Tuesday, January 14, 2025:** 2 p.m., EST | CSA/LBHA (Core Service Agency/Local Behavioral Health Authority)

**Provider Contact Information:**

If you need access assistance to Carelon systems prior to January 1, please reach out to [mdhtransitionsupport@carelon.com](mailto:mdhtransitionsupport@carelon.com).

In 2025, please email [Provider.Relations.MD@carleon.com](mailto:Provider.Relations.MD@carleon.com) or call the customer service line at 1-800-888-1965 for support.

→ Carelon Provider Alerts and Provider Bulletins will be sent from [Provider.Relations.MD@carelon.com](mailto:Provider.Relations.MD@carelon.com) - please add this address as a "safe sender" in your email box.

- If you are currently subscribed to receive email Provider Alerts and/or Provider Bulletins, you should continue to receive them from Carelon. If you are not subscribed as of January 1, 2025, please [use this Carelon form to register](#).

**The next Bulletin will be sent during the week of January 5 by Carelon.**

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**Optum Maryland would like to thank Maryland Medicaid Behavioral Health Providers for your partnership throughout the last five years, and your ongoing dedication to serving the people of Maryland.**

Thank you,

Optum and Carelon Maryland Teams