



PROVIDER ALERT

Residential Rehabilitation Programs (RRP) and Psychiatric Rehabilitation Programs (PRP) End Dates Corrected

July 8, 2020

Optum Maryland would like to inform Providers that end dates for Residential Rehabilitation Programs (RRP) and Psychiatric Rehabilitation Programs (PRP) authorizations have been corrected in the Incedo Provider Portal (IPP). End dates that were displaying incorrectly have been fixed and going forward the end dates will default correctly.

If a Provider notices an authorization for PRP or RRP services that still displays an incorrect end date, they should contact customer services on 1-800-888-1965 to report this issue.

Thank you,
Optum Maryland Team

Optum Maryland would like to reassure Providers that all of our services are operating as normal during the current national response to COVID-19. Providers can continue to contact us at 1 (800) 888-1965. After-hours and holidays will be covered by clinical night staff for crisis and emergency services.