

Provider Alert

Provider Remittance Advice Quick Reference Guide

May 15, 2020

Optum Maryland has released a Quick Reference Guide (QRG) for providers that further explains the elements of the Provider Remittance Advice.

To view the Provider Remittance Advice QRG, [click here](#).

This QRG, and other provider communications and training materials relating to the reconciliation process will be posted to a dedicated reconciliation Optum Maryland webpage as they become available. Please visit maryland.optum.com/content/opsmaryland/maryland/en/bh-providers/ReconciliationInformation.html.

As a reminder, registration with Payspan is beneficial to providers during the reconciliation process. If your organization is not currently enrolled with Payspan, you may request the registration codes by completing the following request form: payspanhealth.com/RequestRegCode/. Please complete all the required information and select “Optum Behavioral Health” from the Affected Payer List.

If you have questions about the information contained in this alert, please contact Maryland.provpymt@optum.com.

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.

Thank you,

Optum Maryland Team