



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

November 21, 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 November 16 to November 21.

Target Audience: All Behavioral Health Providers

- [11-18-24: Key Transition Dates and Information for Providers](#)
- [11-21-24: Incedo System Downtime - November 23, 2024](#)

News and Reminders

1. Optum Maryland office and call center will be closed on November 28 and 29, 2024, in observance of the Thanksgiving and Native American Heritage holidays. Provider payments for the week of November 24 will be made one day early on Wednesday, November 27.

2. Claim Lifecycle Report

The October 2024 Claim Lifecycle Report contained an error in reported October balances. No errors have been found in the claims detail on the report.

- The balance errors are corrected on the November reports; however, Optum will re-run the November reports because the off-setting notice on *tab 2, column H* is incorrect.
 - The off-setting corrections do not affect balance information or claims detail.
- The revised November reports are scheduled to be available early the week of December 2, 2024.
- Please work with your Reconciliation Manager if you have further questions.

3. Youth Behavioral Health Support for Providers

The Maryland Department of Health's Behavioral Health Administration has resources

for providers and health care workers supporting mental health and substance use programs and services. To learn about behavioral health resources and services for children and adolescents, visit health.maryland.gov/youthbehavioralhealth.

4. Providers are reminded to regularly check the *Download* folder within Incedo, as Optum continues to place communications in this folder. A guide to accessing the folder and files within it can be [viewed here](#).

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.

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

An updated [Provider Frequently Asked Questions](#) document was posted on October 17, 2024.

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

Monday, December 2, 2024:

11:00 a.m., EST | Office Hours
2:00 p.m., EST | Outpatient Authorizations

Tuesday, December 3, 2024:

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

Wednesday, December 4, 2024:

11:00 a.m., EST | Health Homes

Friday, December 6, 2024:

11:00 a.m., EST | Higher Levels of Care

The next Bulletin will be sent during the week of November 24.

Thank you,

Optum Maryland Team