



PROVIDER ALERT
MDH's CLAIMS DENIALS MITIGATION PROJECT TEAM –
PROVIDER COMMUNICATION #2

October 19, 2023

**Target Audience: All Community-Based MD Behavioral Health
Service Providers**

The Maryland Department of Health introduced a claims denial review project that began on July 1, 2023. Please see the latest communication from the MDH's Claims Denial Mitigation Team [here](#).

Questions

Questions regarding report definitions, interpretations, or potential claims that might have been overlooked from inclusion in this project may be directed to Softech. Providers may submit an inquiry to: mdh.denialsproject@maryland.gov and Softech staff will respond to these inquiries. Providers will be redirected to Optum for questions not related to the reports Softech provided. Softech will respond to Provider inquiries within 3 business days.