

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

October 2, 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 September 27 to October 2.

#### Target Audience: All Behavioral Health Providers

- [10-2-24: Provider Council Meeting – October 11, 2024](#)
- [10-2-24: Incedo System Downtime - Saturday, October 5, 2024](#)

#### Training Opportunities

Training opportunities are posted to the [October Provider Training Calendar](#) on [maryland.optum.com](https://maryland.optum.com). Please see below for upcoming training opportunities.

#### Mobile Crisis Teams – Incedo Provider Portal

Wednesday October 16, 9:30 a.m. – 11:00 a.m., EDT

To register, [click here](#).

#### News and Reminders

1. Providers are reminded to regularly check their Incedo Download folder for new documents as Optum continues to use this folder to deliver information to providers.

- A step-by-step guide to accessing this folder and the files within it can be [found here](#).

2. Providers are reminded to ensure their details are up-to-date in MMIS. Having up-to-date information in this system will help to prevent delays in receiving communications and documentation.

- Please note; Optum is unable to update details in MMIS. Providers must update their information directly in MMIS.

## **Behavioral Health ASO Transition Information**

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

- [Carelon Behavioral Health - ASO Transition Provider Frequently Asked Questions](#)

**The next Bulletin will be sent during the week of October 6.**

Thank you,

Optum Maryland Team