

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

April 27, 2022

#### 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 April 21 to April 27.

#### Target Audience: All Behavioral Health Providers

- 4.27.22: [Provider Council Meeting - May 13, 2022](#)

#### Training Opportunities

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

- BHA/MedChi Behavioral Health Webinar Series: *Helping the Helpers and Those They Serve*. [Click here](#) to view upcoming webinars.

#### News and Reminders

1. Uninsured courtesy spans for participants are now visible in the Incedo Provider Portal:

- Courtesy spans of up-to 30 days from the date Optum receives a termination for a participant's Medicaid coverage. For example, based on Optum receiving a Medicaid termination date on 4/27/2022:
  1. The participant's end date is 4/30/2022 – the courtesy span would only be 27 days since the end date is 3 days in the future.
  2. The participant's end date is 6/30/2022 – no courtesy span is created since the end date is more than 30 days in the future.
  3. The participant's end date is 2/28/2022 – the courtesy span would start on 3/1/2022 and go 30 days past 4/27/2022 – when Optum received the retroactive end date.

2. As communicated in a [provider alert](#) on April 20, a transfer of State negative balances to Medicaid will occur for some providers this week.

3. Providers are reminded that automatic claim reductions were "switched on" on beginning April 24 for providers with zero negative balance due to retro-eligibility. Please see [this provider alert](#) for details.

**The next Bulletin will be sent during the week of May 2.**

Thank you,

Optum Maryland Team