

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

April 7, 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 1 to April 7.

#### Target Audience: All Behavioral Health Providers

- [Update on Authorization Issues in Incedo](#)
- [Incedo System Downtime - April 9, 2022](#)
- [April BHA Letter from Dr. Aliya Jones\\*](#)
- [Deputy Secretary Behavioral Health Monthly Updates: April\\*](#)

\*Some referenced events and dates may be out-of-date as these communications were emailed to BHA partners on April 4, 2022.

#### Training Opportunities

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

Incedo Provider Portal – Authorization/Service Request  
Tuesday, April 12, 10:00-11:30 a.m., EDT  
To Register, Click [Here](#)

The BHA/MedChi Behavioral Health Webinar Series presents: **The Power of Positivity in the Workplace** on April 14. [Access the flyer](#) or [register here](#).

#### News and Reminders

1. Providers who have outstanding claim denials from the period of estimated payments (January 2020 - August 4, 2020) should engage with a reconciliation manager ([maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com)) to discuss resolution of these denials.
2. Wire transfers are preferred for all recoupment payments, instead of checks due to time taken for processing and tracking through USPS. Please speak to a reconciliation

manager for information on sending a wire transfer.

3. PT54 negative balances were due March 31, 2022 (unless other arrangements were agreed upon). Letters will be sent to PT54 providers who have not remitted final balances this week.

4. The **due date** for all providers' negative balance (due to retro-eligibility reprocessing) is now **May 20, 2022**.

5. [BHA's State Opioid Response \(SOR\) Newsletter, Spring 2022](#)

**The next Bulletin will be sent during the week of April 11.**

Thank you,

Optum Maryland Team