

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

June 2, 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 May 27 to June 2.

Target Audience: All Behavioral Health Providers

- 6-02-22: [June 2022 Provider Council Meeting Invite](#)

Training Opportunities

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

Incedo Provider Portal – Claims Submission (CMS 1500).
Tuesday, June 14, 10:00-11:30 a.m., EDT.
To Register, [click here](#).

Incedo Provider Portal – Authorization/Service Request.
Tuesday, June 14, 2:00-3:30 p.m., EDT.
To Register, [click here](#).

News and Reminders

1. The deadline for recoupment of negative balances due to retro-eligibility reprocessing was Friday, May 20, 2022. Providers who have sent a check or wire transfer to resolve their remaining balance should reach out to Optum or MDH to advise that their payment has been sent. Notification of reductions (clipping) on claim payments will begin the week of June 6 for providers who have not resolved their negative balance and have not engaged with Optum MD or MDH about repayment.

- Providers should regularly check their Download folder within the Incedo Provider Portal as important communications will be delivered to this folder.

2. Effective June 1, 2022, the PaySpan provider portal will no longer support Internet Explorer version 11. Providers who use this version of Internet Explorer today should ensure they update to a more current version, or utilize one of the following supported browsers to ensure no service interruption accessing payspanhealth.com.

- Google Chrome
- Firefox
- Safari
- Edge

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

Thank you,

Optum Maryland Team