

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

June 23, 2022

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from June 17 to June 23.

Target Audience: All Behavioral Health Providers

- 6-23-22: [Update to the 277CA Transaction](#)
- 6-23-22: [Incedo System Downtime: June 25](#)
- 6-22-22: [Summer 2022 Updates from Maryland Department of Health](#)

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 Webinar Series: Helping the Helpers and Those They Serve:
Thursday, June 23 (5 p.m., EDT) *When Self-Help Isn't Enough: Beating Internalized Stigma So You and Your Loved Ones Get the Help You Need.* Alex Chan, Ph.D.
[Register here](#) or view the flyer [here](#).

News and Reminders

1. As noted in a Provider Alert dated November 17, 2021, all providers will be eligible for the [estimated payment forgiveness](#) program except for the following categories:

- Hospitals
- Laboratories
- Somatic behavioral health providers
- Out-of-state providers

2. Reminder of the importance of entering Service Request IDs (SR IDs) when requested:

- There are several Incedo forms such as Discharge and Authorization Correction, where there is a request to enter the SRID number.

- Optum uses this number to find the correct record(s). When no number is entered, or a number that is not the SRID is entered, Optum is unable to identify the correct record and therefore no actions can be taken to address the provider's request(s).
- **You must enter the 7-digit SR ID when requested.**
- Examples of forms in Incedo that request the SR ID are; the Clinical Discharge form, the Outpatient Discharge/End Date Change Request, and the Authorization Correction Request.
 - **The SRID# is located under the blue highlighted SR ID column as shown below** (it is usually the second column from the left side of the service request line).

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Start Date	End Date	Units	Procedure
38487185	9034367	A20220903545		Voided	7/1/2020	12/27/2020	26	99214 - MH-OP-OP
38487131	9034347	A20220903516		Voided	7/1/2020	12/27/2020	26	99214 - MH-OP-OP
38486955	9034319	A20220903467		Voided	7/1/2020	12/27/2021	26	99215 - MH-OP-OP
38467111	9031076	A20220897892		Voided	6/4/2022	7/31/2022	2	H2018 - MH-PsyChf
38467097	9031072	A20220897887		Voided	10/31/2032	11/30/2032	2	H2018 - MH-PsyChf
38467035	9031064	A20220897878		Voided	6/29/2022	11/30/2022	6	H2018 - MH-PsyChf
38467012	9031058	A20220897872		Voided	7/1/2022	9/30/2022	2	H2018 - MH-PsyChf
38424112	9024549	A20220885867		Voided	6/11/2021	8/1/2022	26	99202 - SA-OP-OP!
38376846	9017255	A20220872087		Voided	5/31/2022	6/5/2022	3	0124 - MH-IP Acute
38367181	9015885	A20220869669		Voided	5/31/2022	6/20/2022	10	S9480 - MH-IOP-Sq

3. Updates will be made to the ABA Treatment and Addendum Forms effective June 29. To view details of these form updates please see the [Quick Reference Guide posted here](#).

4. A communication containing the current estimated payment balance will be delivered to providers who have a balance over \$25,000 by early next week. This communication will be delivered to the Download folder in Incedo.

- If you believe you have a balance over \$25K and do not receive this communication **by June 28**, please reach out to a reconciliation manager at maryland.provpymt@optum.com

The next Bulletin will be sent during the week of June 27.

Thank you,

Optum Maryland Team