

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

September 15, 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 September 8 to September 15.

#### Target Audience: All Behavioral Health Providers

- 9.15.22: [Maryland Public Behavioral Health System Provider Manual: Revised Version Posted on Optum Maryland Website](#)
- 9.15.22: [Incedo System Downtime - September 17](#)

#### 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.

**BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve:** Thursday, September 22 (5 p.m., EDT) ***Clinician Wellbeing: Psychological PPE in the Age of Covid and Beyond.*** Carol A Bernstein, MD. Moderator: Hinda Dubin, MD. [Register here](#) or [visit the webpage](#).

#### News and Reminders

1. Letters will be sent beginning Monday, September 19, to providers who completed the Estimated Payment Recoupment Survey. This letter will confirm your survey choices and provide additional details regarding next steps.

- These letters will be delivered to the Download folder in the Incedo Provider Portal.

2. The Harford County Local Authority is now reviewing all Supported Employment authorization requests for Maryland providers. If providers have questions relating to their Supported Employment authorizations, they should contact [authorizations@ticket2workmd.org](mailto:authorizations@ticket2workmd.org) for assistance.

3. The review of Uninsured Exception and Bed-hold authorization requests has been transitioned back to the Core Service Agencies (CSAs). Please contact your local CSA if you have questions about your Uninsured Exception or Bed-hold authorizations.

4. The 988 Toolkit now includes expanded Spanish resources: Marylanders experiencing a mental health or substance use crisis should now call or text 988 for support; and MDH developed [the 988 Toolkit](#) (with ads, posters, wallet cards, and more) to promote this important new service. We strongly encourage all providers to visit this page regularly for the latest resources and to share these materials widely. [Learn more about 988 in Maryland.](#)

**The next Bulletin will be sent during the week of September 19.**

Thank you,

Optum Maryland Team