

**BHA/MA/ Optum  
Provider Council Meeting Minutes**

**Optum Maryland Behavioral Health Department  
10175 Little Patuxent Pkwy  
Columbia, MD 21044  
Friday, February 14, 2020  
10:00 am to 11:30 am**

**In attendance:** Scott D, Greene, Collen Chesney, Sophia Esposito, Kim Dietsch, Suzanne Smolkin, Malika Closson, Ashley Bussey, Ajah Doswell, Arthur Griffin, Bankole Viatonu, Barbara Trovinger, Barry Parker, Brooke Johns, Carrie Medlin, Christine Williams, Christine Branch, Crystal Joseph, Cynthia Roberson, Denise Crarey, Doris Ben, Floyd Francis, Gbenga Williams, Kim Erskine, Ludley Howard, Gerrica Germany, Marie Liddick, Shannon Hall, Howard Ashkin, Susan Steinberg, Steve Reeder, Rebecca Frechard, Vanessa Lyle, Alexander Shekhdar and Nichole Sauers.

**Phone attendance:** There were 600+ providers who dialed in by phone.

**Optum Introductions**

1. Scott Green, Chief Executive Officer.
2. Colleen Chesney, RVP. Optum Provider Services
3. Anne Armstrong, Associate Director of Operations
4. Ashley Bussey (Host), Sr. Communications Specialist
5. Rebecca Frechard, Deputy Director, Medicaid Behavioral Health Division
6. Steve Reeder – Assistant Director Clinical Services, Behavioral Health Administration
7. Susan Steinberg – Manage Care and Quality Improvement, Behavioral Health Administration

## Topics & Discussion

### **Optum Maryland Behavioral Health Department Update**

- Issues and questions regarding Payment Delays and/or Cash Advance was discussed. A payment mailbox has been established and manned by several resources to respond to inquiries. Should anyone have any questions on weekly estimate or payment questions please contact Maryland Provider Payment via email [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com). Estimated Payments will be issued through April 2020.
- Optum Maryland is currently working with MDH on details Reconciliation detail and will share with the Provider Community once finalized.
- Optum has scheduled system walk through's with Providers and Optum SME's to respond to any errors with Incedo.
- We are also providing upcoming Training Opportunities, calendar can be found: <https://maryland.optum.com/content/dam/ops-maryland/documents/provider/training/Training%20Calendar%20for%20March%202020.pdf>
- The MMIS Provider Data is now being loaded into Incedo every Friday.
- We are currently working on reported Authorization Issues. In addition, all Beacon Claims are loaded in Incedo. We are targeting the end of March 2020 to release a version of Incedo that is more functional.
- If you have questions or need additional assistance please send your questions to [Marylandproviderrelations@optum.com](mailto:Marylandproviderrelations@optum.com), a member of our Provider Relations Team will respond to your inquiry.
- Questions were reviewed and responses will be made available on <https://maryland.optum.com> website.