

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

**Optum Maryland Behavioral Health Department  
10175 Little Patuxent Pkwy  
Columbia, MD 21044  
Friday, March 13, 2020  
10:00 am to 11:30 am**

**In attendance:** Scott D. Greene, Colleen Chesney, Heather Gillespie, Sophia Esposito, Kim Dietsch, Suzanne Smolkin, Malika Closson, Ashley Bussey, Karl Steinkraus, Spencer Gear and Jonathan Weinstein.

**Phone attendance:** There were 413 providers who dialed in by phone.

**Optum Introductions**

1. Scott Green, Chief Executive Officer.
2. Colleen Chesney, RVP. Optum Provider Services
3. Karl Steinkraus, Provider Relations Assc Dir Prov Svc
4. Ashley Bussey (Host), Sr. Communications Specialist
5. Emma Blass, Director of Communications

**Topics & Discussion**

**Optum Maryland Behavioral Health Department Update**

- Due to the circumstances with COVID-19, Optum Maryland has hosted today's Provider Council Meeting via WebEx only. We will notify all providers' future Provider Council Meetings.

- **Covid-19:** Maryland Department of Health (MDH) will provide updates on COVID-19 as they become available. Maryland Department of Health has a dedicated webpage and FAQs providing information on COVID-19.  
**See links below:**  
<https://phpa.health.maryland.gov/Pages/Novel-coronavirus.aspx>  
[https://phpa.health.maryland.gov/Documents/coronavirus\\_FAQ.pdf](https://phpa.health.maryland.gov/Documents/coronavirus_FAQ.pdf)
- Optum operates a dedicated, free of charge public helpline to help anyone dealing with stress. This service can be reached at **(866) 342-6892** 24-hours a day, 7-days a week, and is open to all.
- Telehealth Services: On March 12, 2020 MDH release a Provider Alert stating ***“Temporary Expansion of Medicaid Regulations to Permit Delivery of Telehealth Services to the Home to Mitigate Possible Spread of Novel Coronavirus (“COVID-19”)”***. Secretary of Health has temporarily expanded the definition of a telehealth originating site under COMAR 10.09.49.06 to include a participant’s home or any other secure location as approved by the participant and the provider for purpose of delivery of Medicaid-covered services. This expansion applies to services delivered to a Medicaid participant via fee-for-service or through a Health Choice Managed Care Organization (“MCO”). This expansion will remain in place until further notice by the Department.
- Addressed system issues questions and provided latest Incedo updates in relation to Eligibility, Authorization, Claims, Estimated Payments, Reconciliation, Provider Alerts and Incedo Provider Portal Updates. Any questions that were emailed in prior to scheduled Provider Council Meeting will be available on <https://maryland.optum.com>.
- Due to Friday, April 10, 2020 being Good Friday, the next Provider Council meeting will be held on Friday, April 17. Meeting reminders will be sent at the beginning of April.
- Minutes from previous meetings and associated FAQs can be found on **Maryland.Optum.com, Provider Information.**
- 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.