Optum | Maryland

Welcome to Optum!

As a Maryland provider you have the opportunity to provide services to Maryland Medicaid recipients across the state. The purpose of this guide is to assist you in getting started and equip you with the required resources.

Checklist

1
You must enroll with Medicaid to participate as a provider in the Medicaid program. Providers enroll through ePrep using their NPI to obtain a Medicaid ID Number.
- ▶ *Click here to go to the ePREP website*
- ▶ *Phone Number: 1-844-463-7768*
*Certain providers will use a different registration process

2
Once your Medicaid ID Number is obtained, complete the Optum Survey to receive your token registration for the Incedo Provider Portal (IPP).
- ▶ *Click here for the Optum Survey*
- ▶ *Click here for a tutorial video on token registration*

3
Token will be sent to you via e-mail in a few days. Then self register for the Incedo Provider Portal (IPP).
- ▶ *Click here for the IPP self registration tutorial video*

(If token is not received in your inbox, please check your junk/spam folder.)

4
Once registered, create your authorizations in the Incedo Provider Portal (IPP) **before** you provide services to anyone.
- ▶ *Click here to view tutorial videos for authorizations*

(Note: Assessments typically do not require authorizations)

FAQ

- **What diagnoses can I use for authorization and claims?**
  Please refer to your provider manual and locate the appropriate dx list linked here *(under Clinical/Utilization Management).*

- **What codes can I use for authorization and claims?**
  Please refer to your provider manual and locate the appropriate Fee Schedule linked here.

- **Why did I get a denial for my claim?**
  Click here to view a list of common denial reasons.

Things to consider before calling Customer Service:

If you have multiple provider types, please verify you are using the correct provider type username and password.

Contact Information

Optum Customer Service: 1-800-888-1965
Provider Relations E-mail: MarylandProviderRelations@optum.com

Resources

Provider Education
Tutorial videos/guides to help you through the IPP, authorizations, claims, backdating, and more. ▶

Provider Manual
The Provider Manual, LOC Appendix, Medical Necessity Criteria, Billing Appendix, and more. ▶

Provider Resources
This page houses FAQs, Provider Guides, ICD-10 codes, and more. ▶

Fee Schedules
Where to find Fee Schedules by levels of care. ▶

Provider Alerts
Sign up for provider alerts to come directly to your e-mail. ▶

Provider Forms
Forms that you can print and download. ▶

Window of Auth Submission
Guide on how far you can backdate based on level of care. ▶