

# Maryland Public Behavioral Health System Administrative Services Organization Transition January 1, 2025

## Key Transition Dates and Information for Providers

Effective January 1, 2025, the Administrative Services Organization (ASO) for the Maryland Public Behavioral Health System will be transitioning from Optum Maryland to Carelon Behavioral Health. As the ASO is the administrative partner to the Maryland Department of Health (MDH) providers should be already familiar with the regulations, policies, and processes under the Public Behavioral Health System (PBHS).

This document lists key transition dates and provider information for the lead-up to the January 1, 2025, transition date.

### Authorizations:

#### **KEY DATE: December 31, 2024 Submit Authorization requests to Optum**

- Providers will continue to submit authorization requests to Optum Maryland through 11:59 p.m., EST on December 31, 2024.
- Authorizations that cross over into 2025 will be honored by Carelon.
  - Optum is transferring open authorization data to Carelon.
  - Providers will not need to resubmit authorization requests that have already been entered into the Incedo system.
- Authorizations that show as “in process” as of 11:59 p.m., EST will be transferred to Carelon for determination.

#### **KEY DATE: January 1, 2025 Submit Authorization requests to Carelon**

- Effective January 1, 2025, authorizations must be submitted to Carelon via [ProviderConnect](#), Carelon’s provider portal.

### Claims Submissions:

#### **Carelon ID**

- For providers utilizing clearinghouses, the Carelon submitter ID will be: **BHOMD**.

- Please work with your practice management systems and clearinghouses to ensure this new Payer ID is correctly set up with an effective *date of 12/22/2024*.

## **Availity**

- Carelon partners with Availity for direct entry and batch claims submissions for both professional and institutional claim formats.
- If you do not already have an account, please go to [Availity's web portal](#) to register.
- All providers and facilities that generate HIPAA compliance 837 files will need to register with Availity and submit their files through the Availity Secure File Transfer Protocol (SFTP) server or via Availity's web portal.

## **Other Clearinghouses**

- Providers and facilities that are submitting claims through a clearinghouse other than Availity, such as Change Healthcare or Office Ally, can continue to do so as all existing clearinghouse trading partners will be routing claims through Availity to Carelon.

## **Claims Processing**

### **KEY DATE: December 22, 2024, begin submitting Claims to Carelon**

- Starting December 22, 2024, providers must submit electronic and paper claims to Carelon for processing, *even if services rendered occurred under the Optum contract*.
- Claims received by Optum after December 21 through December 31, 2024, will be denied and need to be resubmitted under Carelon.
- Claims, both electronic and paper, received by Optum after December 31, 2024, will not be accepted. Providers will need to resubmit their claims to Carelon for claims payment.

## **Provider Payments**

### **KEY DATE: December 29, 2024 - Optum's last check run**

Optum's last check run will be December 29, 2024. The final provider payment from Optum will occur on Thursday, January 2, 2025.

### **KEY DATE: January 6, 2025 - Carelon's first check run**

- Carelon's first check run will be January 6, 2025.  
*Reminder: Payment processing times may vary depending on your banking institution.*

## **Provider Relations:**

**Phone number: 1-800-888-1965**

- The phone number for customer service will not change. Optum Maryland will manage this customer service line through December 31, 2024. Effective January 1, 2025, Carelon will manage this customer service line.

## **Optum Maryland Provider Relations**

Email: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

- For the best possible service, this email box continues to support:
  - General inquiries including Provider Council Meeting questions,
  - Provider alert requests, and
  - Provider enrollment/contract questions.
- After December 31, 2024, this email box will no longer be supported by Optum Maryland.

## **Carelon Maryland Provider Relations**

Email: [Provider.relations.MD@carelon.com](mailto:Provider.relations.MD@carelon.com)

- Effective January 1, 2025, providers should use this email for support.
- If an issue requires Optum support, Carelon will coordinate with Optum to receive the necessary information.

## **Fax:**

Effective 6:00 p.m., EST, on December 31, 2024, Optum Maryland fax numbers will no longer be active.

## **Mail:**

Between now and December 31, 2024, please continue to send all mail to Optum for processing. Optum Maryland postal addresses can be found on the [Contact Us](#) webpage.

- As of January 1, 2025, please send regular mail to Carelon's Maryland office at:

Carelon Behavioral Health  
7550 Teague Rd, 5th floor  
Hanover, MD 21076

- As of January 1, 2025, please send all paper claims to Carelon's claims team at:

Carelon Behavioral Health  
ATTN: Maryland  
P.O. Box 1850  
Hicksville, NY 11802-1850

### **Provider Training:**

The Carelon Provider Training Calendar for November and December 2024 can be [viewed here](#). As of January 1, 2025, Carelon will communicate provider training opportunities through provider alerts and postings on Carelon's website. There will be no further provider trainings hosted by Optum Maryland through the end of calendar year 2024.

### **Provider Communications:**

#### **Provider Alerts and Bulletins**

- Optum Maryland will continue to send provider alerts and bulletins by email through December 31, 2024.
- Effective January 1, 2025, Carelon will send all provider alerts and bulletins by email.
- Providers who already receive provider alerts and bulletins will continue to receive them following the transition and do not need to sign up again.

If you are not on the distribution list, email the below contacts to be added. Please include the subject line "Provider Alerts" and your preferred email address and provider type.

- From now until December 27, 2024, email: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)
- Starting January 1, 2025, please email: [Provider.relations.MD@carelon.com](mailto:Provider.relations.MD@carelon.com)

### **Pending Information:**

#### **Uninsured Eligibility:**

Details regarding uninsured eligibility will be added to this document once confirmed.

#### **Participant Merge Requests:**

Details regarding participant merge requests will be added to this document once confirmed.

### **Provider Questions**

For questions regarding the transition, providers should reference several helpful documents posted on the [Behavioral Health ASO Transition](#) webpage on the Optum Maryland website. Carelon and MDH have prepared a series of [FAQs](#) that contain helpful answers to questions that have come up during the transition.

For any additional questions, providers should feel free to send them to: [\*\*MDHtransitionsupport@carelon.com\*\*](mailto:MDHtransitionsupport@carelon.com).