



PROVIDER ALERT

Provider Action Required!

January 6, 2020

Effective January 1, 2020, Optum Maryland became the new administrative service organization for the Maryland Public Behavioral Health System.

Our Incedo Provider Portal is available to providers and allows you to begin servicing participants who are part of the Maryland Public Behavioral Health System.

What You Need to Do:

Our records indicate that you have completed the Optum Maryland Survey and have sent your registration credentials (Incedo ID and tokens). Please complete the registration process. [Click here](#) to access the Incedo Provider Portal and click the "Register" button at the bottom of the login window. Failure to register will impact your ability to be reimbursed for services.

If you **HAVE NOT** received your registration credentials (Incedo ID and tokens) please check your junk or spam email folders for an email from optum_md_bh_transition@optum.com.

If your Office Administration is experiencing difficulty with the registration process, Optum is offering WebEx presentations on the following dates and times to help your organization register:

[Tuesday, January 7, 2020 11 a.m. - 12 p.m.](#) [Tuesday, January 7, 2020 3 p.m. - 4 p.m.](#)

[Wednesday, January 8, 2020 11 a.m. - 12 p.m.](#) [Wednesday, January 8, 2020 3 p.m. - 4 p.m.](#)

[Thursday, January 9, 2020 2 p.m. - 3 p.m.](#)

The Best Ways to Contact Us:

Our Call Center can be reached at 1-800-888-1965. Monday thru Friday, 8 a.m. - 6 p.m. **After hours and holidays will be covered by clinical night staff for crisis and emergency services.**

The Call Center is experiencing higher than expected call volume, and wait times to speak to a customer service representative may be long.

For questions, we recommend that you review the materials above or send your questions to marylandproviderrelations@optum.com.

Thank you,

Optum Maryland Team

If you're unable to click the links in this email, please click the text above, "View this message in a browser."

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United Behavioral Health operating under the brand Optum

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Optum | BH Provider Management - PDM Team - MN103-0700 | P.O. Box 1459 |
Minneapolis, MN 55440-1459