



PROVIDER ALERT

Provider Action Required!

January 7, 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 serve participants who are part of the Maryland Public Behavioral Health System

Our records indicate that you HAVE NOT completed the Optum Maryland Survey to receive your registration credentials (Incedo ID and tokens). As a reminder, the main point of contact for each billing provider must complete a survey in order to obtain credentials and begin the registration process. [Click here](#) for more information about receiving tokens. Providers need only complete one survey for every unique combination of Tax Identification Number (TIN) and provider type. Failure to complete the survey and to register will impact your ability to be reimbursed for services.

If you have not yet submitted any information to register in the Incedo Provider Portal, Optum is offering WebEx presentations on the following dates and times to help your organization navigate through the survey/registration process:

- [January 8 - 2:00 p.m. - 3:00 p.m.](#)
- [January 9 - 11:30 a.m. - 12:30 p.m.](#)
- [January 9 - 2:30 p.m. - 3:30 p.m.](#)
- [January 10 - 12:00 p.m. - 1:00 p.m.](#)
- [January 10 - 3:00 p.m. - 4:00 p.m.](#)

*****Please Note:** *If you are enrolled in Medicaid only as a rendering provider, not receiving direct payments, then you do not need to fill out a survey. Your group practice or program that is associated to the group practice or program's tax ID, once registered, will add you as a user to their account.****

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

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