



PROVIDER ALERT

OFF-CYCLE PAYMENT INFORMATION

January 9, 2020

Optum Maryland appreciates your patience while we optimize our Incedo Provider Portal claims platform. Optum Maryland partnered with the Maryland Department of Health (MDH) to conduct an off-cycle payment of claims submitted in the Incedo Provider Portal.

What You Need to know:

- The Maryland Department of Health (MDH) has authorized Optum Maryland to release payments totaling \$17.8 million dollars.
- The off-cycle payment will be processed and mailed on January 9, 2020 via paper check.
- Claims included in this off-cycle payment may not immediately appear in the Incedo Provider Portal with a status of paid.
- Reimbursement is based on the billed amount submitted by your organization.
- Optum Maryland will contact each provider receiving off-cycle payments with the details of the reconciliation process.
- No action is required by your organization at this time to receive the off-cycle payment.

Other important payment information – Payspan:

- If your organization is not currently enrolled with Payspan, you may request the registration codes by clicking this link to complete the following request form: <https://www.payspanhealth.com/RequestRegCode/>
- Please complete all the required information and select "Optum Behavioral Health" from the Affected Payer List.
- Optum Maryland and Maryland Department of Health (MDH) strongly recommend your office administrator attend a free training Webinar session hosted by Payspan that will walk you through the registration process. Please follow the instructions to register for the free training session.

To Register for the January 15th training session go to:

1. <https://payspan.webex.com/payspan/k2/j.php?MTID=afc753015dc9f4c8e9f751870dbb20229>
2. Look for Session Status and Click on Registration.
3. Complete the registration Information and click register Session Number: 732 513 304.
4. After your registration has been approved, you will receive instructions for joining the training session.

To Join the meeting, Go to:

1. <https://payspan.webex.com/payspan/k2/j.php?MTID=afc753015dc9f4c8e9f751870dbb20229>
2. Enter your name and email address.
3. Session Number: 732 513 304.
4. Enter the session password.

5. Click "Join Now" and follow the instructions that appear on your screen.

The Best Way to Contact Us:

Our Call Center is open Monday thru Friday 8:00 a.m. - 6:00 p.m. and can be reached at 1.800.888.1965. 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 specific to your organization and its experience with the Optum Maryland, 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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