



## PROVIDER ALERT

### OPTUM IMPORTANT REMINDERS

DECEMBER 11, 2019

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**COLLECT AND FAX ROI FORMS TO OPTUM:** SUD Providers are reminded they are required to collect ROI forms from patients, and to return to Optum Maryland by fax (855-293-5407). Providers may refer to the initial alert dated November 6, which can be found [here](#). The ROI form can be found [here](#) or on MDH's ASO transition website [health.maryland.gov/mdh-aso-transition](http://health.maryland.gov/mdh-aso-transition).

**COMPLETE THE OPTUM MARYLAND PROVIDER SURVEY:** All behavioral health providers are reminded to complete the Optum Maryland Provider Survey. ***One survey should be completed per provider type per tax identification number.*** Completing this survey is required for you to receive your Incedo log-in credentials for the Provider Connect system. Providers who have completed the survey will be able to log-on to Provider Connect starting December 16. You can access the survey [here](#).

- ***IMPORTANT UPDATE:*** *The original provider alert stated that providers who completed the survey would receive two emails; one containing the Incedo logon ID and one containing the token required for logging into Provider Connect. **Providers will still receive two emails, however both the Incedo logon ID and the tokens will be contained in the second, secure email.** The first email will be instructions on how to access the secure email and proceed with registration. These instructions include information on how to access the secure emails which may require you to take additional steps.*

**REGISTER FOR TRAINING:** An up-to-date provider training schedule can be found on the Maryland Department of Health's ASO transition website (link below). Providers are reminded to register for the training specific to their provider type.  
<https://mmcp.health.maryland.gov/SiteAssets/pages/Administrative-Service-Organization-Transition-Information-/Optum%20Maryland%20Provider%20Training%20Final%2012-3-19.pdf>

**Important Reminders:**

- The Maryland Department of Health regularly updates the information on the ASO Transition webpage – [health.maryland.gov/mdh-aso-transition](http://health.maryland.gov/mdh-aso-transition). Please visit the site for new information and key documents, including the Frequently Asked Questions (updated Friday, 12/6).
- Please direct transition-related questions to: [mdh.bhasotransition@maryland.gov](mailto:mdh.bhasotransition@maryland.gov).

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Provider Alerts can be viewed online by clicking on the following link:  
[http://maryland.beaconhealthoptions.com/provider/prv\\_alerts.html](http://maryland.beaconhealthoptions.com/provider/prv_alerts.html).

Provider Alerts typically published to the website within 10 business days.

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