

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

April 11, 2024

#### Provider Alerts

Provider Alerts are posted to [Maryland.optum.com](https://Maryland.optum.com) on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from April 5 to April 11.

#### Target Audience: All Behavioral Health Providers

- [4-10-24: Multi-Factor Authentication is Coming to Incedo](#)
- [4-11-24: Extended Incedo System Downtime - Saturday, April 13](#)

#### Training Opportunities

Training opportunities are posted to the April [Provider Training Calendar](#) on [maryland.optum.com](https://maryland.optum.com). Please see below for upcoming training opportunities.

##### **Authorization/Service Request**

Tuesday, April 23, 2:00 p.m. - 4:00 p.m., EDT  
To register, [click here](#).

##### **Claims Submission (CMS 1500)**

Thursday, April 25, 2:00 p.m. - 3:30 p.m., EDT  
To register, [click here](#).

**Daily webinar demonstrations of Multi-Factor Authentication in Incedo** will be available starting Tuesday, April 16. Please see times, dates, and registration links on the [Provider Training Calendar](#).

#### News and Reminders

1. The next Provider Council Meeting will be held on Friday, April 12, at 10:00 a.m., EDT. [Click here](#) to register for this meeting.

2. Providers are reminded that **all prescribing practitioners treating Medicaid participants must enroll with Medicaid via the ePREP portal as soon as possible, and no later than April 15, 2024.**

- For details, please view this February 23, 2024 [provider alert](#).

**The next Bulletin will be sent during the week of April 14.**

Thank you,

Optum Maryland Team