

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

April 19, 2024

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from April 12 to April 19.

Target Audience: All Behavioral Health Providers

- [4-19-24: Further Information Regarding Multi-Factor Authentication in Incedo](#)
- [4-18-24: Incedo System Downtime - Saturday, April 20](#)

Training Opportunities

Training opportunities are posted to the [April Provider Training Calendar](#) on 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 are now being held. Please see times, dates, and registration links on the [Provider Training Calendar](#).

News and Reminders

1. The April Provider Council Meeting was held on Friday, April 12.

- A PDF copy of the presentation can be [viewed here](#).
- A video recording of the meeting can be [viewed here](#).

2. To simplify the process for requesting initial Incedo log-in credentials, Optum has updated the "[Initial Incedo Log-in Credentialing PDF](#)" (previously called "Token Registration PDF").

The next Bulletin will be sent during the week of April 21.

Thank you,

Optum Maryland Team