

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

April 26, 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 19 to April 26.

#### Target Audience: All Behavioral Health Providers

- [4-26-24: Memo From the Secretary: Estimated Payment Balance - Response to Survey Required](#)
- [4-26-24: Final Reminder: Multi-Factor Authentication is Coming to Incedo](#)
- [4-25-24: Incedo System Downtime - Saturday, April 27, 2024](#)

**Target Audience: FQHCs, Physicians, Physicians Assistants, Nurse Practitioners, Licensed Clinical Professional Counselors, Licensed Clinical Marriage and Family Therapists, Licensed Clinical Alcohol and Drug Counselors, and Licensed Social Workers:**

- [4-19-24: Superseding Guidance - Medicaid Coverage of Collaborative Care Model Services: HealthChoice and Fee-for-Service](#)

#### Training Opportunities

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

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

Thursday, May 16, 10:00 a.m. - 12:00 p.m., EDT

To register, [click here](#)

Next Session: June

**Claims Submission (CMS 1500)**

Tuesday, May 21, 2:00 p.m. – 3:30 p.m., EDT

To register, [click here](#)

Next Session: June (Specific date TBA)

**Multi-Factor Authentication in Incedo: Live Demonstrations**

Please see dates and times on the [Provider Training Calendar](#)

**News and Reminders**

1. Letters have been delivered this week to providers who have an estimated payment balloon payment due on June 30, 2024.

- The letters will contain a survey link where providers can select how they wish to manage their balloon payment.
- If you receive this letter, you must complete the survey by May 10, 2024.
- Letters will be delivered to the Incedo "Download" folder. Please see [this guide](#) for instructions on accessing documents in this folder.
  - Please look for the filename beginning "EPSurvey\_"

**The next Bulletin will be sent during the week of April 28.**

Thank you,

Optum Maryland Team