

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

August 17, 2023

Provider Alerts

Provider Alerts are posted to [Maryland.optum.com](https://maryland.optum.com) on a regular basis and delivered to your mailbox weekly.

Target Audience: All Behavioral Health Providers

- 8-17-23: [Incedo Portal System Downtime - August 19](#)
- 8-17-23: [Historical Unfunded Denied Claims Included on PRA](#)

Training Opportunities

The [Optum Maryland August Provider Training Calendar](#) is now posted on maryland.optum.com. Please see below for upcoming training opportunities.

Authorization/Service Request

Thursday, August 24, 2:00 p.m. - 4:00 p.m., EDT

To Register, [Click Here](#)

Next Session: September 2023

Webinar Opportunity: ASAM Criteria in the SUD Residential Setting

As detailed in a [provider alert](#) dated July 13, 2023, MDH and Optum Maryland are hosting a series of meetings to discuss the ASAM Criteria and how these standards apply in residential settings for 3.1, 3.3, 3.5, and 3.7.

The first webinar was held on July 26. There are two further webinars in this series.

Please see dates and registration links below:

[Wednesday, August 30, 2023 | 2:00 – 3:30pm EDT](#)

[Wednesday, September 27, 2023 | 2:00 – 3:30pm EDT](#)

****Please note that these webinars build upon each other, so we recommend that providers attend each of the remaining calls.***

News and Reminders

1. The [August Provider Council Meeting](#) video has been updated on the Optum website.
2. An MDH Transmittal titled: "[Medicaid Coverage of Peer Recovery Support Services in Licensed Community-Based Substance Use Disorder Programs](#)" has been posted to the Optum website.
3. We ask for your assistance in encouraging your clients to participate in the 2023 Consumer Perception of Care Survey. The survey is mailed to adults and child caregivers who have received outpatient mental health or substance use disorder services in 2022. The results are used to better understand service user experiences with the Public Behavioral Health System and to improve the overall quality and effectiveness of services provided. For questions, contact Christopher Spara at cspara@mdmarketingsource.com or 1-833-611-0355.
4. A sample Critical Incident Report Form has been posted to the Optum Maryland website [here](#), and is now referenced in the Critical Incident Report [provider alert](#) dated August 9, 2023. **This sample form is for reference only**, please do not use this copy to submit incidents. See the August 9 provider alert for details of how to submit incidents.
5. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment by **December 31, 2023**. Any balances that remain outstanding after that date will be referred to the [Central Collections Unit \(CCU\)](#).
 - Current balances are reported at the bottom of the weekly PRA and on the Claim Lifecycle Report.
 - For assistance at any time, please reach out to the Optum Maryland Reconciliation Team at maryland.provpymt@optum.com.

The next Bulletin will be sent during the week of August 20.

Thank you,

Optum Maryland Team