



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

August 3, 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

- 8-3-23: [Incedo Portal System Downtime - August 5](#)

Target Audience: Applied Behavior Analysis Providers

- 8-3-23: [Discontinuing Authorization Notification Emails](#)
- 8-3-23: [New ABA Treatment Plan Template](#)

Training Opportunities

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

Claims Submission

Thursday, August 10, 2:00-3:30 p.m., EDT

To Register, Click [Here](#).

Next Session: September 2023

BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve: Mindfulness for Healthy Eating. Amy Hatfield, MS, RD, LD.

Thursday, August 10, 5:00 p.m., EDT

[Access the flyer](#) or register [here](#).

Authorization/Service Request - Rescheduled from Tuesday, August 8.

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

To Register, [Click Here](#)

Next Session: September 2023

- If you previously registered for the August 8 training, **you will need to re-register** for this new training date using the registration link above.
- Optum apologizes for any inconvenience caused by this scheduling change.

News and Reminders

1. Video recordings of the July 11 Psychiatric Rehabilitation Program (PRP) Adult Training are now available to view. Please see the links to three videos below:

- [Presentation Recording](#) (*Overview of PRP. This video is split up in chapters for easy viewing. Click on the magnifying glass on the top right corner to easily jump from topic to topic.*)
- [Incedo Forms Demonstration](#) (*Demonstration of updated PRP forms*)
- [Functional Impairments](#) (*In a video quiz format*)

2. The August Provider Council Meeting will be held on Friday, August 11th at 10:00 a.m., EDT. Click [here](#) to register.

3. In response to a provider request, the weekly Participant Eligibility Report will be updated to reflect the treatment site NPI (the location the patient received treatment) in the NPI field, instead of the provider's main site NPI. We are targeting August 9, 2023 for implementation of this update.

4. The Behavioral Health Administration released [Mental Health and Crisis Resources for Coping with Violence](#), a guide with tips and resources for individuals, educators and health professionals. We encourage you to review and share these resources widely.

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 6.

Thank you,

Optum Maryland Team