

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

December 21, 2022

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly.

Target Audience: All Behavioral Health Providers

- 12-21-22: [Incedo System Downtime - December 24](#)

Training Opportunities

Although there are no training events for the rest of the month of December, the [Optum Maryland January Provider Training Calendar](#) is now posted on maryland.optum.com. Please see below for upcoming training opportunities.

Claims Submission - Incedo Provider Portal

Tuesday, January 10, 2:00-3:00 p.m., EDT

To Register, Click [Here](#)

Next Session: February 2023

News and Reminders

1. The Provider Portal Authorization End-Dating and Discharges video has been updated. For more information click [here](#).
 2. In observance of the Christmas holiday, Optum Maryland's administrative offices and call center will be closed on **Monday, December 26th**. For more information on holiday closures and how it affects check-write cut-offs, [see this provider alert](#).
 3. Refund checks to providers who paid their estimated payment balance to less than \$25,000 will be sent on **Friday, December 23**. Please note: these checks will be
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minus any current outstanding negative balance or other balance due to Maryland Department of Health.

- Confirmation letters detailing the refund amount will be delivered to these providers on December 23. This letter will be delivered to the Download folder in the Incedo Provider Portal. Please look for the file name beginning "EPREFUND"

4. Letters will be sent by December 31 to providers who participated in the extended Estimated Payment Forgiveness program (which ended on November 18, 2022). This letter will confirm that their Estimated Payment balance is now \$0.

The next Bulletin will be sent during the week of December 26.

Thank you,

Optum Maryland Team
