



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

December 28, 2022

Provider Alerts

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

There are no new provider alerts this week.

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. Optum Maryland is aware of an issue in the Incedo Provider Portal that is preventing providers from opening documents attached to an authorization request. We are working diligently to rectify this issue. In the meantime, providers should use the following workaround:

- **For attachments related to an authorization request:** The content from the attached document will be copied into the "Notes" section of the "Service Request" screen, as shown below.

Filter By

Service Requests

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Start Date	End Date	Units	Procedure	Provider Site	Phone	Clinical Determination	SR Type
38467097	8001372	A20220897687		Voided	10/1/2022	11/30/2022	2	HQ18 - SR4.Psych/Behav-HQ18-Psychosocial NFA8 serviv	MOSAIC COMMUNITY SERVICES - 901 PHILADELPHIA BL 410574700			

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Service Request Summary

ID: 38467097

SRA #: A20220897687

Request Type: Pre-cert

Submission Date/Time: 6/4/2022 7:22:00 AM

Priority: Standard

Treatment Setting:

Coordinator:

Contact:

Date	Author	Note
12/28/2022 11:39:45 AM	Narantika, LCP/C Perlekin, JOMD (Senior Care Advocate)	filters are shown here. they are created using the filter period

2. 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.

- These letters will be delivered to the Download folder in Incedo. Please look for the file name beginning "EPZeroBal"

Happy New Year!

The next Bulletin will be sent during the week of January 1.

Thank you,

Optum Maryland Team