



## PROVIDER ALERT

### Carelon Behavioral Health Provider Digital Front Door Registration Support

December 26, 2024

**Target Audience: All Behavioral Health Providers**

This is a reminder that effective **January 1, 2025**, the Administrative Services Organization (ASO) for the Maryland Public Behavioral Health System will be transitioning from Optum Maryland to Carelon Behavioral Health. As the ASO is the administrative partner to the Maryland Department of Health (MDH) providers should be already familiar with the regulations, policies and processes under the Public Behavioral Health System (PBHS).

At this time, providers should have received their Carelon Provider IDs by email, fax or US postal service. If you are a provider and have yet to receive your Provider ID, please contact Carelon Behavioral Health Provider Relations Team at: [MDHtransitionsupport@carelon.com](mailto:MDHtransitionsupport@carelon.com).

If you have received your Provider ID, and are having issues registering through Carelon's Provider Digital Front Door (includes ProviderConnect and Availity Essentials), please contact Carelon Behavioral Health Provider Relations Team at: [MDHtransitionsupport@carelon.com](mailto:MDHtransitionsupport@carelon.com).

After January 1, 2025, you may email Carelon Behavioral Health Provider Relations Team at: [provider.relations.MD@carelon.com](mailto:provider.relations.MD@carelon.com).

Thank you,

Optum Maryland Team