



PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

December 13, 2024

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from December 7 to December 13.

Target Audience: All Behavioral Health Providers

- [12-13-24: Incedo System Downtime - December 14, 2024](#)
- [12-13-24: Provider 1099 Tax Forms](#)

News and Reminders

1. The December **Provider Council Meeting** was held on Friday, December 13, 2024, and included a presentation by the incoming Administrative Services Organization, Carelon.

- [Click here](#) to view the meeting presentation (PDF)
- [Click here](#) to view a video recording of the meeting.

2. Claim Submission Reminder

Starting **December 22, 2024**, providers must submit electronic and paper claims to Carelon for processing, *even if services rendered occurred under the Optum contract*.

- Claims received by Optum after December 21 through December 31, 2024, will be denied and must be resubmitted to Carelon.

Behavioral Health ASO Transition Information

The Maryland Medicaid Behavioral Health Administrative Services Organization will transition to Carelon on January 1, 2025. Information regarding the transition is posted to [this webpage](#) and updates will also be posted here on the Provider Bulletin.

An updated [Combined Provider Frequently Asked Questions](#) document was posted on November 26, 2024.

A document of [key transition dates and information](#) for providers is posted on the [ASO Transition webpage](#) on the Optum Maryland website.

View the [Carelton Provider Training Calendar](#) for December 2024. Upcoming provider training opportunities are listed below. Please access individual registration links from the [Training Calendar](#):

Monday, December 16, 2024:

11:00 a.m., EST | Office Hours
2:00 p.m., EST | Availity Training

Tuesday, December 17, 2024:

11:00 a.m., EST | Provider Orientation
3:00 p.m., EST | Submitting Authorizations

Wednesday, December 18, 2024:

10:00 a.m., EST | Outpatient Authorizations
2:30 p.m., EST | ABA Authorizations

Thursday, December 19, 2024:

11:00 a.m., EST | Submitting Authorizations
2:00 p.m., EST | Provider Orientation

Friday, December 20, 2024:

11:00 a.m., EST | PRP Training

The next Bulletin will be sent during the week of December 15.

Thank you,

Optum Maryland Team