

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

February 22, 2023

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

- 2-22-23: [Incedo Portal System Downtime - February 25](#)
- 2-22-23: [New Incedo Reporting Functionality for Release of Information Forms](#)
- 2-22-23: [Board Eligibility Policy for Physician Specialties](#)

Training Opportunities

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

Claim Submission - Incedo Provider Portal

Tuesday, March 7, 3:00-3:30 p.m., EST

To Register, Click [Here](#)

Next Session: April 2023

Authorization/Service Request

Thursday, March 9, 10:00-12:00 p.m., EST

To Register, Click [Here](#)

Next Session: April 2023

News and Reminders

1. On February 15, 2023, Optum MD [reported that an issue had affected 837 claim submission](#) between 2/14 and 2/15. The issue was resolved and claim information and

277CAs became visible/available by the morning of Friday, February 17.

2. Some users of the Incedo Provider Portal may notice that some authorizations are placed in a temporary Pended (with no reason noted) status. At the time of publishing, this is affecting a very small number of clinically-reviewed authorizations. Be assured that these authorizations are being approved via a twice daily fix. The status change will occur the same day or the next day.

3. The target date of late February for sending participant Explanation of Benefits (EOB) has been pushed back as Optum continues to work on finalizing these documents. The new target date for mailing these EOBs will be communicated to providers when it is confirmed.

4. This notification is for all SUD-PHP, SUD-IOP, and SUD Ambulatory Detox providers:

In an effort to assist providers with submitting the most pertinent clinical information for SUD Ambulatory, SUD Partial Hospital Initial and Concurrent, and SUD-IOP Concurrent authorization requests, updates to the required Clinical forms will be made effective March 3, 2023.

- The updates will provide a resource which defines the ASAM Dimension ratings. In addition, specific guidance is given under each Dimension regarding the clinical documentation needed. The updates to the form are as follows:
 - The following question (image below) will no longer be mandatory and providers will use the Descriptive section under each Dimension to provide current documentation on symptoms, risk factors and progress towards goals

What current symptoms, risks or impairment require treatment under the requested LOC? Please include current clinical presentation and progress. *

- ASAM Risk Ratings are being added for guidance on rating Dimensions 1-6.
- Under each Dimensions we have added a request asking for **current information** for each.
- A mandatory question has been added under the **Discharge Plan** section: Is the participant set to discharge during this authorization period? If yes, what is the anticipate discharge date? If no, reason why?

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

Thank you,

Optum Maryland Team