

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

February 16, 2024

Provider Alerts

Provider Alerts are posted to [Maryland.optum.com](https://maryland.optum.com) on a regular basis and delivered to your mailbox weekly. Below are the provider alerts that have been posted from February 10 to February 16.

Target Audience: All Behavioral Health Providers

- [2-16-24: Incedo System Downtime - Saturday, February 17](#)

Training Opportunities

Training opportunities are posted to the quarterly [Provider Training Calendar](#) on maryland.optum.com. Please see below for upcoming training opportunities.

Claims Submission (CMS 1500)

Thursday, February 29, 10:00 a.m. - 11:30 a.m., EST

To Register, [Click Here](#)

News and Reminders

1. We encourage all **SUD-Residential providers** to familiarize themselves with the process for requesting administrative days for their participants.

- Please view [this provider alert](#) from July 28, 2021, which details this process.

2. Due to scheduled maintenance, providers' PaySpan Portals will be unavailable from 5:00 p.m., EST on Saturday, February 17, to 2:00 a.m., EST on Sunday, February 18.

3. Update on the 277CA:

a. We previously communicated an issue in which the billed amount reported on the 277CA was 4-times greater than the amount actually billed.

- A fix has been identified for this issue and is targeted for implementation in early March.

b. In a separate issue affecting the 277CA, during the period January 27, 2024 - February 4, 2024, the 277CA was not generated for EDI 837 batches that contained less than 100 claims.

- This issue was corrected and all missing 277CAs from this period were generated by end of day February 5, 2024.

4. Optum continues to send communications to providers' Incedo Download folders. Please check this folder regularly to check for any new messages.

- A guide to accessing and downloading messages in this folder can be [viewed here](#).

5. The February Provider Council Meeting was held on Friday, February 9.

- The meeting slide presentation can be [viewed here](#).
- A video recording of this meeting can be [viewed here](#).

6. Interest payment checks for the month of January 2024 were mailed by February 14, 2024. A letter and claim details have been delivered to the Incedo Download folder of affected providers.

- Please look for the files beginning "Interest" and "January2024Interest"

The next Bulletin will be sent during the week of February 18.

Thank you,

Optum Maryland Team