

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

January 19, 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

- 1-19-23: [Incedo System Downtime - January 21](#)
- 1-19-23: [New Effective Date for Peer Recovery Support Services](#)

Training Opportunities

There are no training events for the rest of the month of January.

Please visit the [Provider Education and Training](#) page of maryland.optum.com for self-paced guidance on topics, including:

- Incedo Authorization Requests
- Incedo Claim Submission
- Maryland Recovery Net Requests/Claim Submission
- UB04 Claim Submission

News and Reminders

1. Additional, clarifying information has been added to the "Missing Claim Images" provider alert (originally released January 11, 2023). Please [click here](#) to view the updated provider alert.
2. **RRP Providers** are reminded that the temporary suspension of the **requirement for pre-authorization** of Residential Rehabilitation Transitional visits (code T1023, only) remains effective until further notice. Please see [this provider alert](#) dated July 8, 2021 for details.

3. **ABA Providers:** MDH Released a transmittal on January 13, 2023, titled: [Updated Guidelines for Enrollment Requirements for Behavior Technicians.](#)
4. Interest payment letters for Q4 2022 were distributed to all impacted providers by January 16. Please check your Incedo "Download" folder for the filename beginning "Q4-Interest-Letter."
5. Please see Amended Directives and Orders below. All orders are extended to April 18, 2023 or when the [Federal Determination that a Public Health Emergency Exists Nationwide as the Result of the 2019 Novel Coronavirus](#) is terminated, whichever condition comes first.
 - [Amended Directive and Order Regarding Various Healthcare Matters](#)
 - [Amended Directive and Order Regarding Nursing Home Matters](#)
 - [Amended Directive and Order Regarding Vaccination Matters](#)

Incedo Fixes

As part of ongoing work to correct issues that arose in the Incedo system following the 7.0 upgrade, Optum Maryland released a hotfix to the Incedo system on January 17. Fixes for the following issues were included in this release:

- Authorizations submitted with the correct number of units may be denied for invalid rate/frequency.
- Appeals and grievances; Letter attachments longer than 79 characters generate a "500 error" and the user is unable to proceed.

The next Bulletin will be sent during the week of January 22.

Thank you,

Optum Maryland Team