

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

July 20, 2023

Provider Alerts

Provider Alerts are posted to [Maryland.optum.com](https://maryland.optum.com) on a regular basis and delivered to your mailbox weekly.

Target Audience: All Behavioral Health Providers

- 7-17-23: [MDH Audit of 2020 and 2021 Denied Claims](#)
- 7-20-23: [Incedo Portal System Downtime - July 22](#)
- 7-20-23: [Implementation of Updates to PRP Concurrent Adult Clinical Form](#)
- 7-20-23: [Critical Incident Report Requirement](#)

Training Opportunities

The [Optum Maryland August Provider Training Calendar](#) is now posted on maryland.optum.com. Please see below for upcoming training opportunities.

ASAM Criteria in the SUD Residential Setting

Wednesday, July 26, 2:00-3:30 p.m., EDT

To Register, Click [Here](#).

Next session: August 2023

Please note: This is session one of a three-part series. Providers may wish to attend all sessions as each session will differ. Please see [here](#) for full details.

Authorization/Service Request

Tuesday, August 8, 2:00-4:00 p.m., EDT

To Register, Click [Here](#).

Next Session: September 2023

Claims Submission

Thursday, August 10, 2:00-3:30 p.m., EDT

To Register, Click [Here](#).

Next Session: September 2023

BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve:

Mindfulness for Healthy Eating. Amy Hatfield, MS, RD, LD.

Thursday, August 10, 5:00 p.m., EDT
[Access the flyer](#) or register [here](#).

News and Reminders

1. The MOM Program was created to provide **case management services to pregnant enrollees with opioid use disorder (OUD)** that will continue for one year following the end of pregnancy. The program's success requires providers to encourage patients who qualify to enroll. We have created a toolkit that contains all informational resources for the MOM Program. Providing support to pregnant Medicaid members diagnosed with OUD will ensure access to proper healthcare for participants and their families. Access the [MOM Case Management Toolkit](#) and the [MOM Program flyer](#).
2. The [July Provider Council Meeting video](#) has been posted to the Optum website.
3. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment by **December 31, 2023**. Any balances that remain outstanding after that date will be referred to the [Central Collections Unit \(CCU\)](#).
 - Current balances are reported at the bottom of the weekly PRA and on the Claim Lifecycle Report.
 - For assistance at any time, please reach out to the Optum Maryland Reconciliation Team at maryland.provpymt@optum.com.

The next Bulletin will be sent during the week of July 23.

Thank you,

Optum Maryland Team