

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

March 15, 2023

News and Reminders

1. As part of its commitment to continuous improvement, Optum Maryland has scheduled an update to the Incedo Provider Portal (IPP). While the update is in progress, **the IPP is expected to be unavailable from 5:00 a.m. to 7:00 a.m., EDT on Saturday, March 18, 2023.**
2. Letters and claim details were delivered to the Incedo folders for providers who are due interest payments for the period: February 1 - February 28, 2023. Please look for the file name beginning **Feb2023_Interest_Letter**.
3. The MDH 988 Toolkit includes free materials (including posters, graphics and information targeting youth, veterans and LGBTQ+ Marylanders) to promote the 988 Suicide & Crisis LIneline in Maryland. We encourage everyone to [visit this page](#) regularly and share the latest resources. [Learn more about 988](#).
4. **Update: 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 17, 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 anticipated discharge date? If no, reason why?

Training Opportunities

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

Supported Employment - Provider (SE-P)

Thursday, March 16, 10:00-11:30 a.m., EDT

To Register, Click [Here](#).

Next Session: June 2023

Maryland Recovery Net (MDRN)

Thursday, March 16, 2:00-4:00 p.m., EDT

To Register, Click [Here](#).

Next Session: June 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

A provider alert titled **Notice of Emergency Regulations: Mental Health and Substance Use Disorder Registry and Referral System** will be sent by email separately on Wednesday, March 15. Please look out for this email in your mailbox. This alert will be posted to maryland.optum.com by **Monday, March 20th**.

The next Bulletin will be sent during the week of March 19th.

Thank you,

Optum Maryland Team