

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

May 9, 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 May 3 to May 9.

#### Target Audience: All Behavioral Health Providers

- [5-9-24: Use of Single Incedo Login Credential by Multiple Individuals](#)
- [5-9-24: Incedo System Downtime - Saturday, May 11, 2024](#)
- [5-8-24: Reminder to Complete Estimated Payment Survey by May 10](#)

#### Target Audience: Health Home Providers

- [5-9-24: Implementation of Updated Health Home Provider Audit Process](#)

#### Training Opportunities

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

#### Authorization/Service Request

Thursday, May 16, 10:00 a.m. - 12:00 p.m., EDT

To register, [click here](#)

Next Session: June

#### Maryland RecoveryNet (MDRN)

Monday, May 20, 1:00 p.m. - 3:00 p.m., EDT

To register, [click here](#)

#### Claims Submission (CMS 1500)

Tuesday, May 21, 2:00 p.m. – 3:30 p.m., EDT

To register, [click here](#)

Next Session: June

## **Gambling Requests**

Thursday, May 30, 12:00 p.m. – 2:00 p.m., EDT

To Register, [click here](#)

## **News and Reminders**

1. **Providers who have an estimated payment balance** with a balloon payment due on June 30, 2024, **must complete [this survey](#) by end of day on May 10, 2024**, to advise Optum and the Maryland Department of Health of their preference for managing their balloon payment.

- Letters were delivered to the Incedo "Download" folders of relevant providers. Please look for the file name beginning "EPSurvey\_".
- Instructions for accessing documents in the Download folder can be [found here](#).

## 2. **May is Mental Health Awareness Month**

This year's theme -- ***Mental health IS health*** -- reminds us that thanks to providers like you, we can make a difference in Maryland. Join the Behavioral Health Administration's Office of Suicide Prevention and the Mental Health Association of Maryland by Going Green for mental health. [Learn more](#).

The following services are available for individuals who are experiencing crisis:

- The **Optum Crisis Line** is available 24/7 to support anyone who is experiencing crisis. Call (800) 888-1965, TTY 711.
- **Call or text 988** to reach the 988 Suicide & Crisis Lifeline. Learn more: [988.maryland.gov](https://988.maryland.gov).

3. **The May Provider Council Meeting will be held on Friday, May 10 at 10:00 a.m., EDT. Please [click here](#) to register.**

The next Bulletin will be sent during the week of May 12.

**Thank you,**

**Optum Maryland Team**