

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

November 21, 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. Below are the provider alerts that have been posted from November 16 to November 21.

#### Target Audience: All Behavioral Health Providers

- 11-21-23: [Update on Authorization Unit Issue in the Incedo Portal](#)

#### Training Opportunities

Training opportunities are posted to the monthly Provider Training Calendar on [maryland.optum.com](https://maryland.optum.com). Please see below for upcoming training opportunities.

##### **Maryland Recovery Net**

Tuesday, November 28, 12:00 p.m. - 2:00 p.m., EST

To Register, [Click Here](#)

Next Session: TBD

#### News and Reminders

1. A recording of the November 17 Provider Council Meeting is posted on the Optum Maryland website, [here](#). A PDF copy of the meeting presentation is posted [here](#).

2. As announced in [this provider alert](#), the Optum Maryland call center will be closed on November 23 - 24, for the Thanksgiving Holiday.

- Our clinical staff will be available for crisis calls and emergency services, at 1-800-888-1965.

- Provider payment will occur one day early, on Wednesday, November 22.

3. Revised and simplified program quality self-assessment tools for 2024-2025 have been posted on the [Provider Resources](#) page of the Optum Maryland website. Please click to view the self-assessment tools for the following:

- [Maryland Behavioral Health Program](#)
- [Maryland Individual Practitioner](#)
- [Maryland SUD Program](#)

4. New and updated training materials have been posted on the Optum Maryland website. Please click to view:

- New: [ABA Training Recording](#)
- New: [Residential Crisis Training: Participant Guide](#)
- New: [Residential Crisis Training Video](#)
- Updated: [OES 1000 Form Training: Participant Guide](#)
- Updated: [Gambling Training: Participant Guide](#)
- Updated: [Claims Training Participant Guide](#)

5. We would like to wish you all a very *Happy Thanksgiving* holiday. Thank you for your continued dedication, support, and care for Marylanders in the Public Behavioral Health System (PBHS).

**The next Bulletin will be sent during the week of November 26.**

Thank you,

Optum Maryland Team