

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

October 27, 2022

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 October 21 to October 27.

Target Audience: All Behavioral Health Providers

- 10-26-22: [CANCELLED: November Provider Council Meeting](#)
- 10-26-22: [Incedo System Downtime - October 29](#)

Training Opportunities

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

Claims Submission - Incedo Provider Portal

Tuesday, November 8, 2:00-3:00 p.m., EST

To Register, [Click Here](#).

Next session: December 2022

Authorization/Service Request - Incedo Provider Portal

Thursday, November 10, 2:00-3:00 p.m., EST

To Register, [Click Here](#).

Next session: December 2022

We strongly recommend providers attend the November 10 Authorization/Service Request Training. This will include detail on the new authorization end-dating functionality, [detailed in this provider alert](#).

News and Reminders

1. Following a system upgrade on October 22, providers may experience difficulty logging into the Incedo Provider Portal using previously saved or bookmarked links. Please see this provider alert for details: [Updated Incedo Provider Portal Log-In Link](#)
2. The check-write for claims submitted the week of October 16 occurred one day early, on the morning of Saturday, October 22. Checks may be less than usual because of the short week for claim submission. Please see [this](#) provider alert for details.
3. The MD Consortium for Coordinated Community Supports is holding a three-week public comment period starting October 26, 2022, and lasting through November 16, 2022. Responses will be used to help the Consortium design an effective Coordinated Community Supports program and to make overall process recommendations for grants. [Please view the flyer here.](#)
4. [The MDH 988 Toolkit](#) now includes resources for veterans: Maryland veterans and their loved ones can call 988 and press 1 to transfer to the Veterans Crisis Line. Find free promotional materials for all Marylanders (including ads, posters, wallet cards, and more) to promote this important new service. We strongly encourage everyone to [visit this page](#) and share the latest resources in honor of Veterans Day (November 11). [Learn more about 988 in Maryland.](#)

The next Bulletin will be sent during the week of October 30th.

Thank you,

Optum Maryland Team