

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

July 20, 2022

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

- 7-20-22: [Incedo System Downtime: July 23](#).

Training Opportunities

- **BHA/MedChi Webinar Series: Helping the Helpers and Those They Serve:** Thursday, July 28 (5 p.m., EDT) ***Make Your Workday Less Stressful and More Productive: Neutralize Your Inner Judge and Saboteurs***. Catherine Woodhouse, MD. Moderator: TBD. [Register here](#) or visit bit.ly/BHAMedChiWebinar.

News and Reminders

1. For further information regarding estimated payments recoupment, please see the provider alert released on July 19: [Estimated Payments Recoupment Process](#)

2. A provider alert was released on July 19 regarding a [Service Disruption Impacting Postal Mail and Fax Transmissions](#). Please view this alert for the most updated information on the specific, affected scenarios.

- Information was added to this provider alert on July 20, 2022, to address the scenario of corrected claims that are submitted via postal mail.

3. **Monkeypox:** MDH developed a monkeypox webpage: health.maryland.gov/monkeypox. This page includes regularly updated [monkeypox FAQs](#), as well as English and Spanish factsheets and resources for clinicians. We strongly encourage all providers to review these materials regularly and share resources widely.

4. The Suicide & Crisis Lifeline: "988" officially launched on July 16, 2022. Marylanders experiencing a mental health or substance use crisis should call or text 988 for support. [Learn more](#).

The next Bulletin will be sent during the week of July 25.

Thank you,

Optum Maryland Team