

## PROVIDER BULLETIN

### Optum Maryland Provider Alerts and Updates

August 3, 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 July 28 to August 3.

#### Target Audience: All Behavioral Health Providers

- 8-3-22: [August Provider Council Meeting Invite](#)
- 8-3-22: [Incedo System Downtime - August 6](#)

#### Target Audience: PRP Providers

- 8-3-22: [Changes to the Adult Initial and Concurrent PRP Clinical Request Form](#)

#### Training Opportunities

The [Provider Training Calendar](#) for August 2022 is now posted on [maryland.optum.com](https://maryland.optum.com). Please see below for upcoming training opportunities.

#### **Incedo Provider Portal – Claims Submission (CMS 1500)**

Tuesday, August 9, 2:00-3:30 p.m., EDT

To Register, [Click Here](#)

#### **Incedo Provider Portal – Authorization/Service Request**

Thursday, August 11, 10:00-11:00 a.m., EDT

To Register, [Click Here](#)

#### News and Reminders

1. Access to 835s and PRAs in the PaySpan user portal is limited to 18 months.

- Please view details in the [provider alert](#) dated August 2, 2022.
- Contact Optum Maryland customer services to request PRAs and 835s older than 18 months.

## 2. MyIR Mobile Registry Available for Accessing Immunization Records

- Maryland MyIR Mobile is a free website service that allows people to view and print their official vaccination records directly from ImmuNet.
- The Behavioral Health Administration COVID Equity Team is encouraging Behavioral Health Providers to consider working with their clients to register with the **MyIR Mobile** and use the available information. The Maryland MyIR User Guide is available [here](#).
- Benefits of registering include:
  - Opening a discussion about COVID vaccines, vaccination status, and the opportunity to encourage and support vaccinations if needed.
  - Having a record if the COVID Vaccine Record Card is misplaced and being able to access the online record as a backup of the vaccination record.
  - Empowering clients to take an active role in their health; in addition to COVID vaccines, other vaccination records such as flu, TDAP, etc. are also listed.
- The [MyIR Mobile brochures](#) can be ordered free of charge by visiting: <https://www.cognitofrms.com/MDH3/BrochureRequest>

3. Final estimated payment balances are being calculated and letters detailing this final balance will be delivered to providers' Incedo folders on August 12.

**The next Bulletin will be sent during the week of August 8.**

Thank you,

Optum Maryland Team