

PROVIDER BULLETIN

Optum Maryland Provider Alerts and Updates

September 21, 2023

Provider Alerts

Provider Alerts are posted to Maryland.optum.com on a regular basis and delivered to your mailbox weekly.

There are no new provider alerts for the week of September 14 - September 21.

Training Opportunities

Training opportunities are posted to the monthly Provider Training Calendar on maryland.optum.com. Please see below for upcoming training opportunities.

Gambling Requests

TODAY - Thursday, September 21, 2:00 p.m. – 4:00p.m., EDT

To Register, [Click Here](#)

Next Session: December 2023

Claims Submission (CMS 1500)

Thursday, October 5, 2:00 p.m. - 3:30 p.m., EDT

To Register, [Click Here](#)

Next Session: November 2023

Webinar Opportunity: ASAM Criteria in the SUD Residential Setting

The third (final) webinar in this series was scheduled for Wednesday, September 27. **Due to a conflicting provider event, this webinar will now be held on Wednesday, October 18, at 2:00 - 3:30 pm., EDT.**

[Please register here for the October 18 ASAM Criteria Webinar.](#)

- Providers who registered for the September 27 webinar will receive an automated cancellation email and will need to re-register for the October 18 webinar

News and Reminders

1. The Provider Claims Denial Catalog reports (detailed in [this provider alert](#)) were delivered to Incedo folders on September 18. Please look for the filename beginning "DeniedClaimsCatalog".
2. Information and resources for both **Recovery Month** and **Suicide Prevention Awareness Month** have been gathered into a Provider Newsletter which can be [viewed here](#).
3. **Update on Administrative Denials for SUD Providers (Effective 10/05/2023):**
In an effort to ensure providers are including Individualized clinical information on their clinical submissions and not just referencing ASAM language, Optum will Administratively deny due to insufficient. Individualized clinical information to make a determination of medical necessity for the clinically appropriate ASAM level of care.
 - If a provider receives an Administrative denial there is no appeal process, but they are able to resubmit a new authorization request and provide updated clinical which includes individualized participant specific symptoms.
 - Please note when resubmitting a new authorization request, the requested start date can only be backdated 20 days from the date of the resubmission.
4. Interest payment checks for the period August 1 - August 31 were mailed by September 15. A letter and claim information have been delivered to the Incedo folder of affected providers. Please look for the filename beginning "August2023Interest."
5. Providers who have an outstanding estimated payment balance OR negative balance are reminded that these balances are due for repayment by December 31, 2023. Any balances that remain outstanding after that date will be referred to the [Central Collections Unit \(CCU\)](#).
 - Current balances are reported at the bottom of the weekly PRA and on the Claim Lifecycle Report.

The next Bulletin will be sent during the week of September 24.

Thank you,

Optum Maryland Team