

PROVIDER ALERT

New Bank Account for Provider Payments

September 5, 2024

Target Audience: All Behavioral Health Providers

Providers are advised that beginning Sunday, September 15, 2024, the Maryland Department of Health (MDH) is moving behavioral health provider payments from Bank of America to Wells Fargo. **There is no impact on the provider payment schedule and no provider action is required.**

Please note: The Negative Balance information which is included on the Payment Remittance Advice (PRA) for the first payment made from this new bank account will be temporarily incorrect. Providers will see the correct negative balance reflected on their PRA the next time a payment is made to them. Typically for providers submitting claims regularly, this will be the following payment on Thursday, September 26, 2024.

- No negative balance deductions (clipping) will occur on the first check-write from the new bank account and will resume on the following payment once the negative balance is reflected after the first payment cycle.

Additional differences that providers may notice with the bank account change are detailed below:

- Check numbers associated with the new Wells Fargo account will begin:
 - “4” for Medicaid payments, and;
 - “7” for State payments.
- Providers who receive their payments into a Bank of America account may have previously received their payments a few hours early each Thursday. With this change, payments to Bank of America accounts will not be received “early” but will still occur each Thursday.

Payment information will continue to be available in Providers’ PaySpan accounts as usual.

If you have questions about the information contained in this alert, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team