

# Welcome to Optum!

As a Maryland provider you have the opportunity to provide services to Maryland recipients across the state. The purpose of this guide is to assist you in getting started and equip you with the required resources.



## Checklist

This guide is for specific provider types not enrolled by Medicaid

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Certain providers will use a different registration process. If you are a provider **enrolled by Medicaid**, please click [here](#) for, *Provider Guide #1- Medicaid*.

2



Providers must have an NPI for each site/service that they provide.

- e.g., PRPs operating out of two sites will have two NPIs or an OMHC and PRP on the same site will have 2 NPIs.
- You can apply for NPI numbers through NPPES by clicking [here](#).

3



If you are categorized as any of the providers below, please ensure that you are familiar with your registration process:

**Residential Rehabilitation (RRP):**

- An RRP is **not** a direct enrollment in Medicaid, but rather a subsidiary of PRP. However, PRP is still required to follow the Medicaid process as detailed in the guide provided [here](#).
  - If a non-profit PRP decides to acquire RRP beds, they can only do so by successfully obtaining a bed through the LBHA.
  - Once an RRP bed is obtained, you can authorize and bill for the RRP beds.

**Recovery Residences:** to become a certified recovery residence in Maryland complete the MCOORR application and submit the required documentation [here](#). Submit the completed application to [mcorr.info@maryland.gov](mailto:mcorr.info@maryland.gov).

**Residential Crisis/Respite:** Must be licensed and approved by the department. Contact [bha.licensing@maryland.gov](mailto:bha.licensing@maryland.gov) for further information and to request ASO enrollment.

**Gambling Services:** Providers who are not enrolled in Medicaid enroll through the Maryland Center of Excellence on Problem Gambling [here](#).

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The Optum team will add the records for non-Medicaid providers and will send you a token for the Incedo Provider Portal.

- ▶ *The token will be sent to you via email, after which you can proceed to self-register for the Incedo Provider Portal (IPP)*
- ▶ [Click here for the IPP self registration tutorial video](#)

*(If token is not received in your inbox, please check your junk/spam folder.)*

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Once registered, create your authorizations in the Incedo Provider Portal (IPP) before you provide services to anyone.

- ▶ [Click here to view tutorial videos for authorizations](#)

*(Note: Assessments typically do not require authorizations)*

## Resources

Click on the box to get to the resource



### Provider Education

Tutorial videos/guides to help you through the IPP, authorizations, claims, backdating, and more. ▶



### Provider Manual

The Provider Manual, LOC Appendix, Medical Necessity Criteria, Billing Appendix, and more. ▶



### Provider Resources

This page houses FAQs, Provider Guides, ICD-10 codes, and more. ▶



### Fee Schedules

Where to find Fee Schedules by levels of care. ▶



### Provider Alerts

Sign up for provider alerts to come directly to your e-mail. ▶



### Provider Forms

Forms that you can print and download. ▶



### Auth Submission Window

Guide on how far you can backdate based on level of care. ▶

## FAQ

- **What diagnoses can I use for authorization and claims?**  
Please refer to your provider manual and locate the appropriate dx list linked [here](#) (under Clinical/Utilization Management).
- **What codes can I use for authorization and claims?**  
Please refer to your provider manual and locate the appropriate Fee Schedule linked [here](#).
- **Why did I get a denial for my claim?**  
Click [here](#) to view a list of common denial reasons.

**Things to consider before calling Customer Service:**

*Each provider type is assigned a unique Incedo username and password. If you have multiple provider types, please verify you are using the correct credentials.*

**Optum Customer Service:** 1-800-888-1965

**Provider Relations E-mail:**

MarylandProviderRelations@optum.com