

# Maryland Public Behavioral Health System Administrative Services Organization Transition January 1, 2025

## Key Transition Dates and Information for Providers

Effective January 1, 2025, the Administrative Services Organization (ASO) for the Maryland Public Behavioral Health System will be transitioning from Optum Maryland to Carelon Behavioral Health. As the ASO is the administrative partner to the Maryland Department of Health (MDH) providers should be already familiar with the regulations, policies and processes under the Public Behavioral Health System (PBHS).

This document lists key transition dates and information for providers in the lead-up to the January 1, 2025, transition date.

### Authorizations:

#### **KEY DATE: December 31, 2024 Submit Authorization requests to Optum**

- Providers will continue to submit authorization requests to Optum Maryland through **11:59 p.m., EST on December 31, 2024**.
- Authorizations that cross over into 2025 will be honored by Carelon.
  - Optum is transferring open authorization data to Carelon
  - Providers will not need to resubmit authorization requests that have already been entered into the Incedo system.
- Authorizations that show as “in process” as of 11:59 p.m., EST on December 31 will be transferred to Carelon for determination.

#### **KEY DATE: January 1, 2025 Submit Authorization requests to Carelon**

- Effective January 1, 2025, authorizations must be submitted to Carelon via [ProviderConnect](#), Carelon’s provider portal.

### Claims Submissions:

#### **Carelon ID**

- For providers utilizing clearinghouses, the Carelon submitter ID will be: **BHOMD**.

- Please work with your practice management systems and clearinghouses to ensure this new Payer ID is correctly set up *effective 12/22/2024*.

## **Availity**

- Carelon partners with Availity for direct entry and batch claims submissions for both profession and institutional claim formats.
- If you do not already have an account, please go to [Availity's web portal](#) to register.
- All providers and facilities that generate HIPAA compliant 837 files will need to register with Availity and submit their files through the Availity SFTP server or via Availity's portal.

## **Other Clearinghouses**

- Providers and facilities that are submitting through a clearinghouse other than Availity, such as Change Healthcare or Office Ally, can continue to do so as all existing clearinghouse trading partners will be routing claims through Availity to Carelon.

## **Claims Processing**

### **KEY DATE: December 22, 2024, begin submitting Claims to Carelon**

- Starting December 22, 2024, providers must submit electronic and paper claims to Carelon for processing, *even if services rendered occurred under the Optum contract*. Claims received between December 22 – December 28, 2024, will be denied.
- **Effective 6:00 p.m., EST, December 28, 2024, claims cannot be entered into Incedo. Providers will need to submit claims to Carelon.**
- Claims, both electronic and paper, received by Optum **after** December 28, 2024, will not be accepted. Providers would need to resubmit their claims to Carelon for claims payment.

## **Provider Payments**

### **KEY DATE: December 29, 2024 Optum's last check run**

Optum's last check run will be December 29, 2024. The final payment from Optum will occur on Thursday, January 2, 2025.

### **KEY DATE: January 6, 2025 Carelon's first check run**

- Carelon's first check run will be January 6, 2024.  
*Reminder: Payment processing times may vary depending on your banking institution*

## Incedo Access

**Effective midnight (00:00) EST on January 1, 2025, Incedo will be accessible only in “read-only” mode until March 31, 2025, when access will be closed entirely.**

Providers will still have access to the *Download* folder within Incedo and will be able to download documents from this folder from January 1, 2025 – March 31, 2025.

## Payspan Access

Providers will retain access to the Payspan Portal in perpetuity so long as they have their Payspan Portal log-on credentials. This will provide access to view PRAs and payment information associated with Optum payments. If you lose or forget your Payspan log-on credentials, please contact Payspan to regain your access.

## Uninsured Eligibility:

**KEY DATE: 12:00 (noon) EST, December 31, 2024** – Optum will accept Uninsured requests until 12:00 noon on December 31. Open requests will be transitioned to Carelon.

## Participant Merge:

**KEY DATE: 12:00 (noon) EST, December 31, 2024** – Optum will accept participant merge requests until 12:00 (noon) on December 31, 2024. Merges that are open after this time will be transferred to Carelon.

## Provider Relations:

**Phone number: 1-800-888-1965**

- The phone number for customer service will not change. Optum Maryland will manage this customer service line through December 31, 2024. Effective January 1, 2025, Carelon will manage this customer service line.

### **Optum Maryland Provider Relations**

Email: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

- Optum will continue to manage provider email enquiries through 6:00 p.m., EST, on December 31, 2024.
- After December 31, 2024, this email box will no longer be supported by Optum Maryland.

### **Carelon Maryland Provider Relations**

Email: [Provider.relations.MD@carelon.com](mailto:Provider.relations.MD@carelon.com)

- Effective January 1, 2025, providers should use this email for support
- If an issue requires Optum support, Carelon will coordinate with Optum to receive the necessary information.

### **Fax:**

Effective **December 29, 2024**, the claims and appeals fax number **844-913-0799**, and the ROI faxline **855-293-5407** will no longer be active. Providers should forward claims and appeals to Carelon.

### **Mail:**

Between now and December 31, 2024, please continue to send all mail to Optum for processing. Optum Maryland postal addresses can be found on the [Contact Us](#) webpage.

- As of January 1, 2025, please send regular mail to Carelon's Maryland office at:

Carelon Behavioral Health  
7550 Teague Rd, 5th floor  
Hanover, MD 21076

- As of January 1, 2025, please send all paper claims to Carelon's claims team at:

Carelon Behavioral Health  
ATTN: Maryland  
P.O. Box 1850  
Hicksville, NY 11802-1850

### **Provider Training:**

The Carelon Provider Training Calendar December 2024 can be [viewed here](#).

The Carelon Provider Training Calendar for January 2025 can be [viewed here](#).

As of January 1, 2025, Carelon will communicate provider training opportunities through provider alerts and postings on Carelon's website. There will be no further provider trainings hosted by Optum Maryland through the end of calendar year 2024.

### **Provider Communications:**

## **Provider Alerts and Bulletins**

- Optum Maryland will continue to send provider alerts and bulletins by email through December 31, 2024.
- Effective January 1, 2025, Carelon will send all provider alerts and bulletins by email.
- Providers who already receive provider alerts and bulletins will continue to receive them following the transition and do not need to re-sign up.

If you are not on the distribution list, email the below contacts to be added. Please include the subject line “Provider Alerts” and your preferred email address and provider type.

- From now until December 31, 2024, email: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)
- Starting January 1, 2025, please email: [Provider.relations.MD@carelon.com](mailto:Provider.relations.MD@carelon.com)

## **Provider Questions**

For questions regarding the transition, providers should reference several helpful documents posted on the [Behavioral Health ASO Transition](#) webpage on the Optum Maryland website. Carelon and MDH have prepared a series of FAQs that contain helpful answers to questions that have come up during the transition.

For any additional questions, providers should feel free to send them to: [MDHtransitionsupport@carelon.com](mailto:MDHtransitionsupport@carelon.com).