



PROVIDER ALERT

Authorization Issues
January 10, 2020

Optum Maryland and the Maryland Department of Health (MDH) appreciates your patience and understands your concerns related to the launch of the Incedo Provider Portal.

We are aware that some providers may be encountering problems when trying to submit authorization requests via the portal.

What you need to know:

Optum Maryland is aware and working to correct the following identified issues:

- Inability to submit attachments
- Missing Authorization Plans
- Some outpatient authorization requests are being denied
- Inability to request extension for eligibility spans for existing uninsured participants

As a result, please be advised that for the month of January, we will process your claims regardless of an authorization being on file in the Incedo Provider Portal and request that you do not delay submitting your claims for adjudication.

As a reminder to providers who participate in the Maryland Public Behavioral Health System (PBHS) you are subject to audits by Optum. Providers must comply with all applicable state and federal regulations, including COMAR 10.09.36 and COMAR 10.09 associated with the service(s) rendered. Optum Maryland will issue an alert with additional guidance when the authorization issues have been rectified.

The Best Way to Contact Us:

Our Call Center is open Monday thru Friday 8:00 a.m. - 6:00 p.m. and can be reached at 1.800.888.1965. After hours and holidays will be covered by clinical night staff for crisis and emergency services.

The Call Center is experiencing higher than expected call volume and wait times to speak to a customer service representative may be long. We are working to address that concern.

For questions, we recommend that you review the materials above or send your questions to marylandproviderrelations@optum.com.

Thank you,
Optum Maryland Team

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