



## PROVIDER ALERT

### IMPORTANT ASO TRANSITION UPDATES AND REMINDERS

DECEMBER 26, 2019

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Happy holidays! Effective January 1, 2020, Optum Maryland will be the ASO for Maryland's Public Behavioral Health System. The information contained in this alert is a reminder for the key information and dates for provider actions to prepare for the transition.

**FAQs:** The Maryland Department of Health posted new Frequently Asked Questions (FAQs) on Monday, December 23 to the MDH ASO Transition webpage – [health.maryland.gov/mdh-aso-transition](http://health.maryland.gov/mdh-aso-transition).

**January Training Sessions and Previously Recorded Sessions:** Optum has released a schedule of new training sessions for the first half of January; with the balance of January's training being released soon. The new schedule can be found on the MDH ASO Transition website (link above). Several training session recordings are available to view on demand by [clicking here](#) or following this link - <https://maryland.optum.com/content/ops-maryland/maryland/en/bh-providers/training.html>

**Sending Main:** Providers should be mailing paper claims and any other written correspondence to Optum Maryland, PO Box 30531, Salt Lake City, Utah 84130. Any mail received by Beacon after December 27, 2019 will be returned to the sender.

### **IMPORTANT DATES**

#### **Provider Survey & Registration:**

- All **Provider Connect administrators must complete Optum Maryland's survey no later than December 31, 2019** in order to receive your login and token to register in the new Provider Connect. Optum will continue to supply tokens/passwords after 12/31/19 for providers that may have missed this communication as well as new providers and those organizations that enroll new provider types. **Contact Optum Maryland at 866-336-9370 or email [MarylandProviderRelations@Optum.com](mailto:MarylandProviderRelations@Optum.com)** for questions about the survey or registration. *Click this link for the survey:* [https://optumhealthresearch1.co1.qualtrics.com/jfe/form/SV\\_eDUREdSUWa19xRP](https://optumhealthresearch1.co1.qualtrics.com/jfe/form/SV_eDUREdSUWa19xRP)
- Beacon Health Options will continue to authorize services through December 31, 2019.
  - Beacon will not process in their system any concurrent authorizations that

START January 1. Providers should enter new and concurrent services that start as of January 1 and these authorization requests will receive the grace period identified further below.

- Optum will begin to authorize new and concurrent services on January 1, 2020.
- All open and pending authorizations through December will transfer to Optum's system. This means that providers **will NOT need to re-enter existing (including pending) authorizations** in Optum's system.
- There will be a grace period for entering new and concurrent authorizations into the system after January 1. All authorizations entered for the month of January will be eligible for authorization retroactive to the date of service up to January 1.
- All approved authorizations will continue to be subject to post-treatment review.

**Claims “Cut Over” to Optum:**

- Beacon will receive claims from providers through Dec. 29, 2019 11:59pm, for adjudication on the Jan. 1, 2020 check run. Claims submitted to Beacon after this date and time will be given a denial code and providers will need to resubmit these claims to Optum.
  - **\*\*NOTE: Providers will not receive Beacon issued Payment Summary Vouchers (PSV) for these claims.\*\***
- Providers will submit claims to Optum beginning Dec. 30, 2019.

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Provider Alerts can be viewed online by clicking on the following link:

[http://maryland.beaconhealthoptions.com/provider/prv\\_alerts.html](http://maryland.beaconhealthoptions.com/provider/prv_alerts.html).

Provider Alerts typically published to the website within 10 business days.

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