



## PROVIDER ALERT

### REVISED TRAINING SCHEDULE, NEW INFORMATION & REMINDERS

DECEMBER 4, 2019

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**OPTUM MARYLAND PROVIDER TRAINING:** Optum has revised the training content and schedule. The training sessions scheduled for the rest of this week (12/4 - 12/6) will be a high-level overview and introduction to the Optum system. Sessions will be offered in the morning and afternoon each day of the week. Optum will launch provider specific training sessions that guide providers through case examples to demonstrate the actual experience when the provider portal goes live on December 16th. Click or paste this address to access the new training schedule on the ASO Transition website - [health.maryland.gov/mdh-aso-transition](http://health.maryland.gov/mdh-aso-transition).

**OPTUM PROVIDER SURVEY:** In preparation for the transition, Optum must obtain several pieces of critical provider information to supply providers with new logon and password credentials for the new Provider Connect system. The link below connects to the Optum Maryland survey that **must be completed by the person who is your Provider Connect administrator no later than December 20, 2019** in order to receive your login and token/password. The token/password is required to log in to the new Provider Connect for claims submission, eligibility verification, authorization requests, access to required forms, etc. Providers will receive one token per Provider Type associated with their tax ID number. Failure to complete the survey will result in delays to your Provider Connect registration, **without which you cannot be paid**.

Survey link:

[https://optumhealthresearch1.co1.qualtrics.com/jfe/form/SV\\_eDUREdSUWai9xRP](https://optumhealthresearch1.co1.qualtrics.com/jfe/form/SV_eDUREdSUWai9xRP).

**SENDING MAIL:** Providers should begin mailing paper claims and any other written correspondence to Optum around 12/20/19 to avoid holiday mail delays. Paper claims and all other mail will be processed by Optum after 1/1/20. Paper claims and correspondence mailed to Beacon and received after 12/31/19 will be returned automatically by the US Postal Service to the Provider. Providers can also submit a claim to Beacon through 12/29/19 on their direct claim submission portal. The portal link is:

<https://providerconnect.beaconhealthoptions.com/pc/eProvider/providerLogin.do>.

**KEY INFO:** MDH continues to provide new information on MDH's Behavioral Health ASO Transition website - [health.maryland.gov/mdh-aso-transition](http://health.maryland.gov/mdh-aso-transition). New information on the website:

- FAQs - A revised set of questions and answers will be updated Friday, 12/6.

Check back often for the latest FAQs.

- *NEW: "Important Documents" Section* has been added to the site. This list will grow as more information is available. Available documents include: A Provider's Guide to the ASO Transition, ROI Forms, ASO Changes at a Glance, and FAQs. Subject specific guides will be added in the next few days related to ROIs, PRP Reconciliations, and more.
- *NEW: "Provider Actions" Section* highlights critical steps providers must take to prepare for the transition by 1/1/20.

**Be sure to direct transition-related questions to:**  
[mdh.bhasotransition@maryland.gov](mailto:mdh.bhasotransition@maryland.gov).

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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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