



## URGENT NOTICE: Behavioral Health Providers Must Register with Carelon to Receive Payment

On January 1, 2025, [Carelon Behavioral Health](#) assumed the role of the Administrative Service Organization (ASO) for Maryland's Public Behavioral Health System (PBHS). Providers who were previously receiving authorizations and submitting claims under Optum **must** now register to access the Carelon Behavioral Health system.

Learn how to [Join the Network](#) and reference the Carelon [Get Started Guide](#) to ensure a seamless transition.

Reminders:

- Register in the [PaySpan](#) portal.
- Use your current Optum credentials to access the [PaySpan](#) portal.
- Add Carelon to your existing account.
- Input your Provider Identification Number (PIN), Tax Identification Number (TIN), and Carelon vendor code.

For more information, see the [December 19, 2024, Provider Alert](#). If you are not receiving Carelon provider alerts, [sign up now](#).

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## UPDATE: Carelon Provider Payments

Carelon issued initial behavioral health provider payments on January 6, 2025. Carelon mailed paper checks to the provider address in [ePREP](#). Providers should log into their [ePREP](#) account to verify the correct address is on file. Providers can view their pending payments in [PaySpan](#). Carelon recommends that providers log into their [PaySpan](#) account to download their Payment Summary Vouchers (PVS), which has their [PaySpan](#) registration code and PIN required to set up their Electronic Funds Transfer. For more information, see the [January 8, 2025, Provider Alert](#).