

# PROVIDER ALERT OPTUM MARYLAND QUICK REFERENCE GUIDE

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## **Quick Reference Guide:**

Optum Maryland has developed a Claims Quick Reference Guide. Visit the “Important Document” section on MDH’s ASO Transition website ([health.maryland.gov/mdh-aso-transition](http://health.maryland.gov/mdh-aso-transition)) or [click here to access the document](#). This guide provides helpful information on a variety of questions and actions related to submitting claims to Optum Maryland.

## **Training Access Troubleshooting:**

Provider training is underway. View the latest training schedule on MDH’s ASO Transition website ([health.maryland.gov/mdh-aso-transition](http://health.maryland.gov/mdh-aso-transition)) and click on the selected training to register.

We have heard a few instances of people having issues accessing the training sessions via Webex. Here are a few steps to take before you try to access the training or if you’re having issues:

1. Before participating in a training session...
  - a. Some organization’s IT security protocols constrain the use of web-based applications like WebEx. You should consult your organization’s network administrator or IT Help Desk to determine if there are any restrictions when accessing WebEx.
  - b. Make sure your computer’s operating system and browser version are compatible with WebEx (e.g., Internet Explorer, Chrome, or Firefox). This may require you to install plug-ins necessary to access and use WebEx. After installing an app or plug-in, you should restart your computer. Consult your organization’s network administrator or IT Help Desk for assistance.
2. After following Step 1, if you experience issues accessing your scheduled training...
  - a. Try restarting the session.
  - b. Try restarting your computer.
  - c. Contact your organization’s network administrator or IT Help Desk for assistance.
3. If Steps 1 & 2 do not work, please contact Kim Dietsch at Optum for training-related questions or issues ([Kimberly.Dietsch@Optum.com](mailto:Kimberly.Dietsch@Optum.com)) at 443-896-0499.

## **Important Reminders:**

- The Maryland Department of Health updates regularly and posts Frequently Asked Questions (FAQs) on the ASO Transition webpage – [health.maryland.gov/mdh-aso-transition](http://health.maryland.gov/mdh-aso-transition).
- Please direct transition-related questions to: [mdh.bhasotransition@maryland.gov](mailto:mdh.bhasotransition@maryland.gov).