



PROVIDER ALERT

PROVIDER REGISTRATION UPDATE

DECEMBER 16, 2019

The Optum Maryland's Provider Portal launched today for providers who will receive tokens after completing the Provider Survey (see item below). Optum has adjusted the distribution process for provider tokens and Incedo unique IDs, as follows:

- On **Monday, December 16** and Tuesday, **December 17** providers having **ONLY one (1)** provider type associated with their Tax Identification Number (TIN) will be issued tokens and Incedo unique IDs.
- All other providers having more than one (1) provider type associated with their TIN will begin receiving tokens and Incedo unique IDs on **Wednesday, December 18**.

Optum Maryland apologizes for any inconvenience this may cause. For questions of issues associated with obtaining tokens or registering on the Provider Connect system, **contact Nicole Fleming at Optum (nicole.fleming@optum.com, 443-896-0505)**.

OPTUM PROVIDER SURVEY: As a reminder, 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 and be registered in Optum by January 1, 2020. 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.

Please email Marylandproviderrelations@Optum.com with questions regarding the survey.

Important Reminder:

The Maryland Department of Health regularly updates the information on the ASO Transition webpage – health.maryland.gov/mdh-aso-transition