



Provider Alert

Optum as New Behavioral Health ASO for Maryland

November 15, 2019

Optum Maryland is pleased to introduce ourselves as the incoming Behavioral Health Administrative Service Organization (ASO) for the Maryland Medicaid Public Behavioral Health System (PBHS).

Your team at Optum Maryland is committed to bringing our expertise to the Maryland Behavioral Health System, and looks forward to serving the needs of providers, participants, families, and other stakeholders.

Optum Maryland will largely operate from in-state offices, including a regional office in Columbia, MD. A majority of the staff hired to serve the PBHS will be based in Maryland. Our staff will be part of a local, committed team and will be readily available and accessible to you.

In recent months Optum has met with Maryland behavioral health stakeholders, as well as state, local and provider agency staff. We have listened carefully as they told us what is working well in the Maryland PBHS, and where opportunities to enhance could be made. Our efforts will focus on collaborating with stakeholders to continue the work that is already being done to improve the PBHS.

Over the course of the transition, Optum and Maryland Department of Health (MDH) will be working together to coordinate provider communications; ensuring reliable and consistent messaging of key information. These communications will be sent through the existing Beacon alert system until December 31, 2019, and will relay important, action-oriented information pertaining to the transition and provider training. As of our “go-live” date of January 1, 2020 provider communications will be fully transitioned to the Optum alert system.

During this transition period we encourage providers to send their questions to the Maryland Medicaid Behavioral Health Unit at mdh.bhasotransition@maryland.gov and regularly visit the dedicated transition website: <https://mmcp.health.maryland.gov/Pages/Administrative-Service-Organization-Transition-Information.aspx> Optum and MDH will address your questions and common concerns as accurate information to answer them becomes available.

We look forward to serving the needs of the Maryland Behavioral Health community.