



Attention Maryland's Behavioral Health Providers!

Optum Maryland has replaced Beacon as the vendor or administrative service organization (ASO) for Maryland's public behavioral health system. The new website and portal are now up and running, however some Maryland behavioral health providers have not yet registered.

Failure to register with Optum Maryland will impact your ability to be reimbursed for services.

If you are....

- **The main point of contact for a billing provider and HAVE NOT completed the Optum Maryland Survey** - You must complete a survey in order to obtain credentials and begin the registration process. [Click here](#) for more information about receiving tokens. Providers need only complete one survey for every unique combination of Tax Identification Number (TIN) and provider type.
- A provider who has completed the survey and received your credential and token(s) and **HAS NOT registered in Optum's Incedo Provider Portal** - [Click here](#) to access the portal and click the "Register" button at the bottom of the login window.

To **obtain assistance** to complete the survey or register on the portal, contact Optum Maryland:

- The Optum Call Center can be reached at 1-800-888-1965, Monday through Friday, 8a.m. - 6p.m. After hours and holidays will be covered by clinical night staff for crisis and emergency services. The Call Center is experiencing higher than expected call volume, and wait times to speak to a customer service representative may be long.
- For questions, we recommend that you review the materials above or send your questions to marylandproviderrelations@optum.com.