



Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

**Behavioral Health Administration**

Aliya Jones, M.D., MBA  
Deputy Secretary/Executive Director  
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To Our Behavioral Health Provider Community,

As you know, we are now in the second month of our transition into the new Behavioral Health ASO, Optum Maryland, and the transition has not been what we had hoped.

Last week, Optum began issuing estimated payments to our providers, and we hope this helps to bridge the financial gap and alleviate some pressure. While the system is still not fully operational, improvements are being made, and teams are in place working to make this new system function at the level you deserve.

In the meantime, there are a few ways you can get the latest information and get your questions answered: Contact Optum at 1-800-888-1965 (Monday-Friday, 8am-6pm) or [MarylandProviderRelations@Optum.com](mailto:MarylandProviderRelations@Optum.com), or email questions specifically regarding estimated payments to [maryland.provpymt@optum.com](mailto:maryland.provpymt@optum.com). You can also sign up to receive and browse [Optum Alerts](#).

We want you to know that we are here for you! If you continue to have problems that you feel are not being addressed, we want to know. Please reach out to BHA directly, by calling Cynthia Petition at 410-402-8468 or email [cynthia.petition@maryland.gov](mailto:cynthia.petition@maryland.gov).

Thank you for your work, and your patience, during this process.

Sincerely,

Aliya Jones, M.D., MBA  
Deputy Secretary, Behavioral Health

cc: Cynthia Petion