

PROVIDER NOTICE

Provider Relations Department: 888-895-4998 (Option 4)

Update on New MDH Behavioral Health Vendor

Effective Date: Jan. 1, 2025

Health Plan(s) Affected: Priority Partners

Type of Change: Behavioral Health Process

Explanation of Change:

Carelon Behavioral Health is the new Medicaid behavioral health services vendor for the Maryland Department of Health (MDH). Carelon replaced Optum Health Maryland as of Jan. 1, 2025.

Resources:

- **Learn more:** Please refer to [this document](#) to learn about the Carelon transition and to these provider [FAQs](#) for general information on the new behavioral health services vendor.
- **Office hours:** Carelon is offering [office hours on Jan. 17](#) from 11 a.m. to noon.
- **Training opportunities:** The full January training calendar, including all office hour registrations, can be found on the [Carelon Behavioral Health of Maryland website](#).
- **Email:** During the transition period, Carelon is triaging provider questions through this delegated email: Provider.Relations.MD@carelon.com.

Priority Partners providers can also enroll in [Carelon's Provider Digital Front Door](#), a home base for all provider resources. The Provider Digital Front Door allows Priority Partners providers to:

- Submit authorizations and search for prior authorizations
- Check claim statuses
- Check eligibility and benefits
- Submit appeal requests

[Sign up for Carelon provider alerts.](#)