



Optum/Alterwood Maryland Medicare Advantage Network Behavioral Health Offering

Frequently Asked Questions	
Who is Alterwood?	Alterwood Health is a Medicare Health Plan that will begin enrolling beneficiaries October 2021 for 2022 individual Medicare Advantage and individual Medicare Dual Special Needs Plans (DNSP) (Medicare Side Only)
Which members are eligible?	Beneficiaries that are entitled to Medicare Part A and are enrolled in Medicare Part B and permanently reside in the plan service area (county) and meet one of the below listed criteria: <ul style="list-style-type: none">• Qualify for Medicaid with subsidy level as a Full Benefit Dual Eligible (FBDE) or• Qualified Medicare Beneficiary (QMB) or• Qualify as a Specified Low-Income Medicare Beneficiary
What services are covered?	<ul style="list-style-type: none">• Standard Medicare only Behavioral Mental Health and Substance Use & Abuse and Medication Assisted Treatment• Medicaid and Applied Behavioral Analysis are not covered.
What is the effective date of product offering?	The effective date of this new product is January 1, 2022
Which Maryland Counties are included?	The following Maryland Counties are included: Anne Arundel, Baltimore, Baltimore City, Caroline, Carroll, Cecil, Charles, Dorchester, Howard, Harford, Kent, Montgomery, Prince George's, Queen Anne's, and Talbot Counties
How will Alterwood members be identified?	Alterwood members will be identified by their newly issued member identification cards. Please visit ProviderExpress.com and click <u>Welcome Maryland (providerexpress.com)</u> to view sample ID cards.
How are service authorizations submitted?	Service authorizations can be submitted by calling 1-877-370-1326.
Where should claims be submitted for this product/membership?	Behavioral Health claims should be submitted to the following address: Optum Behavioral Services PO Box 30760 Salt Lake City, UT 84130-0760 Claims submission information can also be found on the back of the member's ID card.
How should appeals be submitted?	Appeals should be submitted to the following address: Alterwood Advantage Appeals & Grievances Department PO Box 4175 Timonium, MD 21094-4175 Fax: 1-410-801-5704
If I have questions or need additional assistance, whom should I contact?	For general provider inquiries please contact Alterwood Customer Service at: 1-866-340-0639