



## Provider Alert

This notice is to inform you that the Continuity of Care (COC) period for the Mass General Brigham (MGB) membership has been extended to **August 31, 2023**.

We encourage you to become a participating provider in the Optum Medicaid network and continue the care you are offering these members. Please visit our provider website to complete an application. Go to [providerexpress.com](https://providerexpress.com):

- Select “Our Network” from top menu bar
- Select your provider type and use “Click here to join”
- Complete the online application and submit

**Note:** You can use the chat feature anytime while completing your application if you need assistance during the process.

**Providers who choose to remain out-of-network after August 31, 2023, will need to:**

- Refer the member to an Optum participating provider by calling the Member Service number on the back of the member’s benefit card or accessing our Provider Directory at [Live and Work Well: Provider Directory](#)

**NOTE:** In some instances, an out-of-network provider may receive a Single Case Agreement (SCA) to cover services for a member.

- To request a SCA, contact Optum at the Behavioral Health phone number on the back of the member’s benefit card
- Reimbursement will align with the state published Medicaid rate