



Frequently Asked Questions

Optum/Alterwood Maryland Medicare Advantage Network Behavioral Health Offering

Q1. *Who is Alterwood?*

A1. *Alterwood Health is a Medicare Health Plan that provides coverage for beneficiaries enrolled in Medicare Advantage and individual Medicare Dual Special Needs Plans (DNSP) (Medicare Side Only)*

New for January 2024: Alterwood will expand existing product offering to include the Alterwood Dual Advantage Plan (HMO-DSNP) -Partial Dual Plan

Q2. *Which members are eligible?*

A2. *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:*

- *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*

Q3. *What services are covered?*

A3. *Standard Medicare only Behavioral Mental Health and Substance Use & Abuse and Medication Assisted Treatment.*

A3. *Medicaid and Applied Behavioral Analysis are not covered*

Q4. *What is the effective date of product offering?*

A4. *The effective date of this new product is January 1, 2024*

Q5. *Which Maryland counties are included?*

A5. *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, Talbot and Frederick County (Effective January 2024)*

A5. ***New for January 2024: Alterwood Advantage Dual Value (HMO -DSNP) will be offered in all the existing Alterwood counties and will also include Frederick County***

Q6. How will Alterwood members be identified?

A6. Alterwood members will be identified by their newly issued member identification cards. Please visit [Welcome Maryland \(providerexpress.com\)](http://WelcomeMaryland.providerexpress.com) to view sample ID cards

Q7. How are service authorizations submitted?

A7. Service authorizations can be submitted by calling 1-877-370-1326

Q8. Where should claims be submitted for this product/membership?

A8. Behavioral Health claims should be submitted to the following address:

Optum Behavioral Services

PO Box 30760

Salt Lake City, UT 84130-0760

The claims submission information can also be found on the reverse of the member's ID card

Q9. How should appeals be submitted?

A9. Appeals should be submitted to the following address:

Alterwood Advantage

Appeals & Grievances Department

PO Box 4175

Timonium, MD 21094-4175

Fax: 410-801-5704

Q10. If I have questions or need additional assistance, whom should I contact?

A10. For general provider inquiries please contact Alterwood Customer Service at 1-866-340-0639