




Q1 Training Calendar

 <p>Hello and Welcome to Optum Maryland!</p>	<p>Join us for a Live Education Session with the Incedo Provider Portal (IPP)!</p>
<p>Audience</p> 	<p>Participating Optum Maryland providers who will benefit from training sessions on the Claims Submission Process and Authorization/Service Request Process, Uninsured Eligibility, and Supported Employment.</p>
<p>Session Info</p> 	<p>To register for a training session, please click the registration link under your desired date/time</p>

April

Authorization/Service Request - Incedo Provider Portal

2 Hours – For providers requesting authorizations for services using the Incedo Provider Portal. Includes demonstration of authorization entry and uninsured eligibility requests.

- **Tuesday, April 23, 2:00 p.m. - 4:00 p.m., EDT**

To Register, [Click Here](#)

Claims Submission (CMS 1500) - Incedo Provider Portal

1.5 Hours – For providers billing services with CMS 1500 using the Incedo Provider Portal. Includes demonstration of Incedo claim form entry.

- **Thursday, April 25, 2:00 p.m. -3:30 p.m., EDT**

To Register, [Click Here](#)

Multi-Factor Authentication in Incedo

1 Hour – For all Incedo users. These trainings will be provided to demonstrate Multi-Factor Authentication, which will be required upon log-in to Incedo effective April 27, 2024.

Week of April 15, 2024:

- **Tuesday, April 16, 12:00 – 1:00 p.m., EDT**
[Click here to Register](#)
- **Wednesday, April 17, 4:00 p.m. – 5:00 p.m., EDT**
[Click here to Register](#)
- **Thursday, April 18, 9:00 a.m. – 10:00 a.m., EDT**
[Click here to Register](#)
- **Friday, April 19, 12:00 – 1:00 p.m., EDT**
[Click here to Register](#)

Week of April 22, 2024:

- **Monday, April 22, 9:00 a.m. - 10:00 a.m., EDT**
[Click here to Register](#)
- **Tuesday, April 23, 12:00 – 1:00 p.m., EDT**
[Click here to Register](#)
- **Wednesday, April 24, 4:00 p.m. – 5:00 p.m., EDT**
[Click here to Register](#)
- **Thursday, April 25, 10:00 a.m. – 11:00 a.m., EDT**
[Click here to Register](#)
- **Friday, April 26, 11:30 a.m., – 12:30 p.m., EDT**
[Click here to Register](#)

Unable to attend a LIVE training session?

Visit [Provider Education and Training](#) or [Provider Resources](#) for self-paced guidance.

Authorizations:

- [Creating a Basic Authorization Video](#)
- [Correcting an Authorization Video](#)
- [End Dating and Discharges Video](#)
- [Backdating Authorizations Video](#)

Claims:

- [Creating a Claim Video](#)
- [Claims Guide PDF](#)

Uninsured Eligibility:

- [Creating an Uninsured Request Video](#)
- [Uninsured Eligibility Guide PDF](#)

ABA:

- [ABA Training Recording](#)

PRP Minor and Adult:

- [PRP Corner \(Guides and Videos\)](#)

Supported Employment:

- [SE Training Recording](#)

Gambling:

- [Gambling Training Recording](#)

Maryland RecoveryNet

- [MDRN Training Recording](#)

Residential Crisis:

- [Residential Crisis Training Video](#)