

PROVIDER ALERT

Incedo Provider Portal Is Available!

Optum Maryland appreciates your patience and understands your concerns related to the launch of the Incedo Provider Portal. The portal is now available to enter claims and submit authorizations. Other system functionality will be introduced in the coming days.

Things You Need to Do:

If you have received your registration credentials (Incedo ID and tokens) please complete the registration process. [Click here](#) to access the Incedo Provider Portal and click the “Register” button at the bottom of the login window.

[Click here](#) if you HAVE NOT already completed the Optum Maryland Survey to receive your registration credentials (Incedo ID and tokens). As a reminder, all providers must complete a survey in order to obtain credentials and begin the registration process. [Click here](#) for more information about receiving tokens.

If you have registered and need assistance navigating the system, [click here to access the Incedo Portal Quick Reference Guide](#).

Click the links below to Access key tools and reference materials on our website:

- [Tools For Providers](#) – A selection of instructions, guides, manuals, forms and other useful information.
- [Provider Training Schedule- Save time, sign up online!](#)
- [Training Videos – A selection of previously presented training sessions.](#)
- Claim Management Quick Reference Guide- [Quick Reference Guide](#)

Current System Limitations

At this time, we are aware of some system limitations that may impact your experience.

- **Availability of a Subset of Specialty and Authorization Service Codes**
- **Availability of Full Year 2019 Claims & Authorization History**

We are working to resolve these issues as soon as possible and will provide you with a status update via a Provider Alert. You can also access on our website -

<https://maryland.optum.com/>.

Grace Period Reminder:

Providers are required to submit accurate information to obtain valid authorizations for services to be rendered and claims paid. However, the Maryland Department of Health and Optum recognize that transition-related issues may delay authorizations and during January, Optum will have the ability to process claims regardless of authorization issues if an authorization request was submitted.

The Best Way to Contact Us:

Our Call Center is open Monday thru Friday 8am-6pm and can be reached at 1.800.888.1965. After hours and holidays will be covered by clinical night staff for crisis and emergency services.

The Call Center is experiencing higher than expected call volume and wait times to speak to a customer service representative may be long.

For questions, we recommend that you review the materials above or send your questions to marylandproviderrelations@optum.com.