

# PROVIDER ALERT

## Incedo Provider Portal Release 5.7

**March 28, 2020**

As part of the continuing functionality improvements being made to the Incedo Provider Portal, Optum Maryland will be releasing a further update to the system this weekend

The implementation of Release 5.7 is scheduled for 3/28/20 after 9:00 a.m. eastern and is expected to resolve the following issues that providers have experienced with the portal:

1. Authorization Request entry:

- Issue: After entering a service request using an authorization plan with several services selected, there was no record of the service request after clicking the process button.
- Resolution: After processing service requests using authorization plans with large numbers of services, the service requests appear.

2. Authorization Request entry:

- Issue: While entering a service request and selecting an authorization plan, in some instances the service code lines were duplicated.
- Resolution: The service code lines will no longer be duplicated.

3. Timeout error on Service Request when accessing modifiers

- Issue: Providers may have experienced a timeout error on the Service Request Screen when selecting modifiers.
- Resolution: Error has been resolved.

4. Exporting Authorization Data:

- Issue: Providers were not able to export data from the Authorization Request Manager Screen.
- Resolution: Export functionality is now available.

The screenshot shows the top navigation bar with buttons for Home, Filter, Reset, Print, and Export. The Export button is highlighted with a red box and a red arrow. Below the navigation bar is a 'Filter By' section with fields for SR ID, Provider (Resume Mover PTSE), Start Date (01/01/2020), End (03/), Insurer (with a 'Select Insurer' button), Service, Status (--- Select One ---), Status Reason (-- Select One --), and SR Auth #.

SR ID	SR Auth #	Action	Auth Status	Member Name	Auth
<a href="#">350</a>	A2	<a href="#">Action</a>	In-Process	L/	
<a href="#">349</a>	A2	<a href="#">Action</a>	In-Process	L/	
<a href="#">349</a>	A2	<a href="#">Action</a>	In-Process	L/	
<a href="#">240</a>	A1	<a href="#">Action</a>	Approved	L/	0201

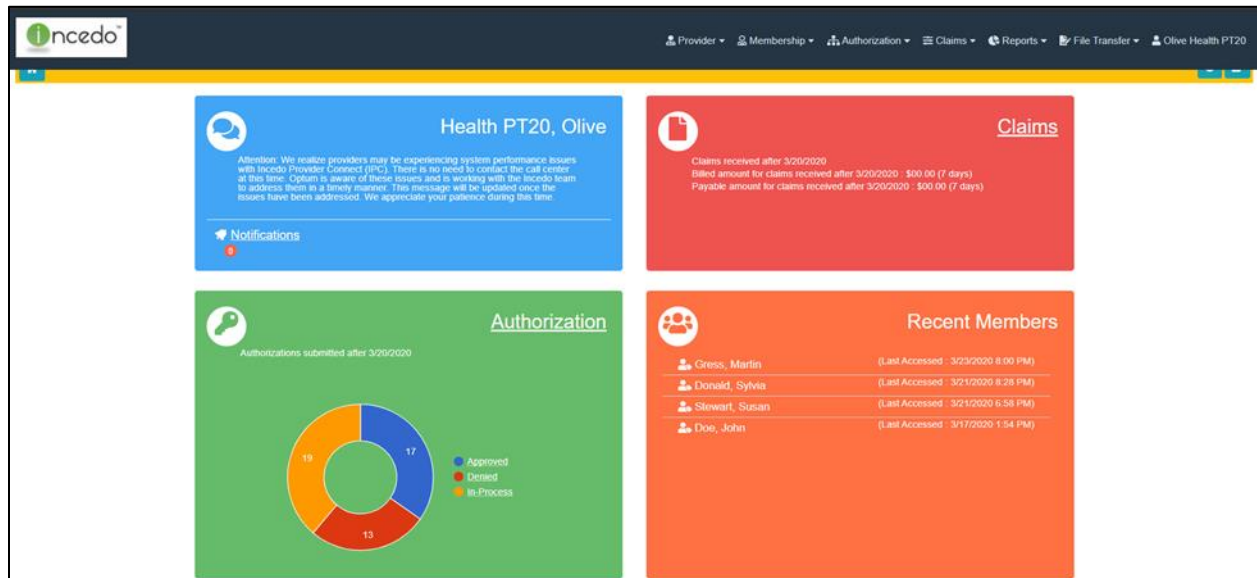
5. Field navigation:

- Issue: Completing fields out of sequence on the Authorization Request Entry Screen resulted in authorization plans not appearing.
- Resolution: Added message 'Specify the service site and default insurance before selecting an authorization plan' to provide clarity on authorization entry to prevent this error from occurring.

The screenshot shows the 'Request Criteria' section of the Authorization Request Entry screen. It includes a progress bar with four steps: 1 Select Request Criteria, 2 Define Service Defaults, 3 Update Services, and 4 View Request Summary. Below the progress bar is a red message: 'Specify the service site and the default insurance before selecting an authorization plan.' with a red arrow pointing to it. The 'Services provided by:' section includes fields for Request Type (Pre-cert), Submission Date (03/27/2020), Submission Time (12:39), and Priority (Standard). At the bottom, there are radio buttons for 'You ( Resume Mover PTSE )', 'Other Provider(s)', and 'You and other Provider(s)'.

## 6. iPC Dashboard Tiles

- **Issue:** Summary information relating to your organization not displaying for **Claims** and **Authorization** tiles on home page of iPC.
- **Resolution:** Graph added for Authorization tile. Billed and Payable summary information added to the Claims tile. Information displayed will represent requests within the last 7 days. See below example.



If you have questions about the information in this alert, please email [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com)

Optum Maryland would like to reassure providers that all of our services are operating as normal during the current national response to COVID-19. Providers can continue to contact us at 1 (800) 888-1965. After-hours and holidays will be covered by clinical night staff for crisis and emergency services.

Thank you,

Optum Maryland Team

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