



PROVIDER ALERT

Incedo Provider Portal Enhancements – Release 5.6

March 13, 2020

Last night a system upgrade was executed and the following functionality was implemented :

1. Modifiers visible -- Provider will now be able to view modifiers on tab 3 and 4 of the “enter authorization” process. When providers are selecting the appropriate authorization plan applicable modifiers will be displayed and be available for selection.
2. Viewing claim status -- When entering a simple claim, providers will have the ability to view the claim status as received.
3. Attachments --The size of attachments allowed will be increased from 2 MB to 5MB. Please note that all documents over 5MB should be “printed to PDF” prior to attaching. This will reduce their size and ensure that files are within the 5MB limit.
4. Search Function -- Providers will be able to search for cases by SR authorization number on the “Auth Request Manager” page.

As with every upgrade, please clear your cache before logging into the system.

For additional questions, please feel free to reach us at:

MarylandProviderRelations@Optum.com.

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Optum | BH Provider Management - PDM Team - MN103-0700 | P.O.
Box 1459 | Minneapolis, MN 55440-1459