

PROVIDER ALERT

Final Reminder: Multi-factor Authentication is Coming to Incedo on April 27.

April 26, 2024

As previously communicated in provider alerts dated [April 10, 2024](#) and [April 19, 2024](#), multi-factor authentication (MFA) is due to be activated in Incedo on Saturday, April 27, 2024. All Incedo users will be required to set-up MFA at this time. This implementation follows a successful period of testing with providers.

Some important points to remember are:

- When logging in to Incedo for the first time after this April 27, 2024 implementation, please open a “Chrome” browser, clear the cache, and follow the detailed instructions given in the [Quick Reference Guide](#).
- Also, using a “Chrome” browser, access Incedo at the following link: <https://omd.infomc.biz/ipc>.
- If you select to set-up MFA using a phone number, please enter the number without dashes and use the country-code “1”.
- If you need assistance, please contact omd_incedo_admin@optum.com
 - When looking for a response, please also check the “Spam” folder in your email application mailbox.
- After implementation, Optum will continue to provide live demonstration webinars. Please check the [Provider Training Calendar](#) for updated dates and times for these webinars.

If you have questions about the information in this alert, please contact Optum Maryland customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team