



PROVIDER ALERT

Further Information Regarding Multi-Factor Authentication in Incedo

April 19, 2024

Target Audience: All Behavioral Health Providers

In an April 10, 2024, [provider alert](#), Optum communicated that multi-factor authentication (MFA) will be implemented for Incedo users on April 27, 2024.

Optum is currently testing this functionality with a number of providers to ensure a successful implementation. As we move closer to the implementation date, Optum has posted some educational materials to assist providers with the MFA process.

Please click the links below to view:

- [Incedo Multi-Factor Authentication Quick Reference Guide](#)
- [Incedo Multi-Factor Authentication Frequently Asked Questions](#)

Optum will post video demonstrations of the MFA process to the Optum MD website during the week of April 21, 2024.

To further support this transition to MFA, Optum is:

- Currently hosting daily webinars in which MFA set-up is demonstrated. Please see times, dates and registration links on the [Provider Training Calendar](#).
- Welcoming providers, and other organizations using Incedo, to join our testing phase, which includes MFA set-up prior to the planned launch date of April 27, 2024.
 - The process takes approximately 10 minutes and the Optum team is available to guide users through the process as needed.
 - Testing helps to ensure a smooth roll-out of MFA for all users, and allows testers to set-up their MFA with assistance from Optum staff.
 - If you wish to participate in the testing phase, please email omd_providerrelations@optum.com with the subject line “**MFA Testing**” by Wednesday, April 24, 2024, and a team member will reach out to assist you.

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

Thank you,
Optum Maryland Team