PROVIDER ALERT

Incedo Provider Portal Update

April 7, 2020

As part of the continuing functionality improvements being made to the Incedo Provider Portal, Optum Maryland released further updates to the system during the evening of April 6.

The update resolved the following issues that providers have experienced with the portal:

1: Authorization Request Entry:

- o Issue: When attempting to complete the Higher Levels of Care form or Supported Employment form, Incedo Provider Portal erroneously required you to provide data that is not displayed or required, preventing completion of the authorization request

- o Resolution: The Higher Levels of Care form and Supported Employment form can now be saved and submitted with the authorization request.

2: User Experience:

- o Issue: Pseudo authorizations displayed in Incedo Provider Portal impacted providers' ability to search for other authorizations entered by the provider.

- o Resolution: Pseudo authorizations previously visible and indicated by an orange flag (see image below) will no longer display in Incedo Provider Portal.

Auth Status	Pr	Pl	Procedure	Start Date	End Date	Units	
Approved			UNI 41(0914 - MH-OP-IPS-A-0914-Psychiatric/Psychological Services- Indiv	4/3/2019	6/3/2019	6	

3. <u>User Experience:</u>

- o <u>Issue</u>: Users could not search using alphanumeric procedure codes.

- o <u>Resolution</u>: The search function will now work for alphanumeric CPT codes.

If you have questions about the information in this alert, please email
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