

# 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:

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

### 2: User Experience:

- Issue: Pseudo authorizations displayed in Incedo Provider Portal impacted providers' ability to search for other authorizations entered by the provider.
- 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	PI	Procedure	Start Date	End Date	Units	
Approved			UNI 41C0914 - MH-OP-IPS-A-0914-Psychiatric/Psychological Services- Indiv	4/3/2019	6/3/2019	6	

### 3. User Experience:

- Issue: Users could not search using alphanumeric procedure codes.
- Resolution: The search function will now work for alphanumeric CPT codes.

The screenshot shows the Incedo web application interface. At the top, there is a navigation bar with the Incedo logo and user information (Provider, Membership). Below this is a filter section with various search criteria: SR ID, Provider, Auth Start Date, Auth End Date, Priority, Service Request Type, and Submission Date Range. A 'Service Lookup' field is highlighted with a red arrow, containing the text 'Enter at least 3 characters of the service code or service description'. Below the filter section is a table titled 'Service Requests' with columns for SR ID, SR Auth #, Auth Status, Member Name, Auth Number, Procedure, and Provider Site. A red arrow points to the 'Procedure' column, which contains the text 'H2018 - MH-PsychRehab-H2018'.

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