

# PROVIDER ALERT

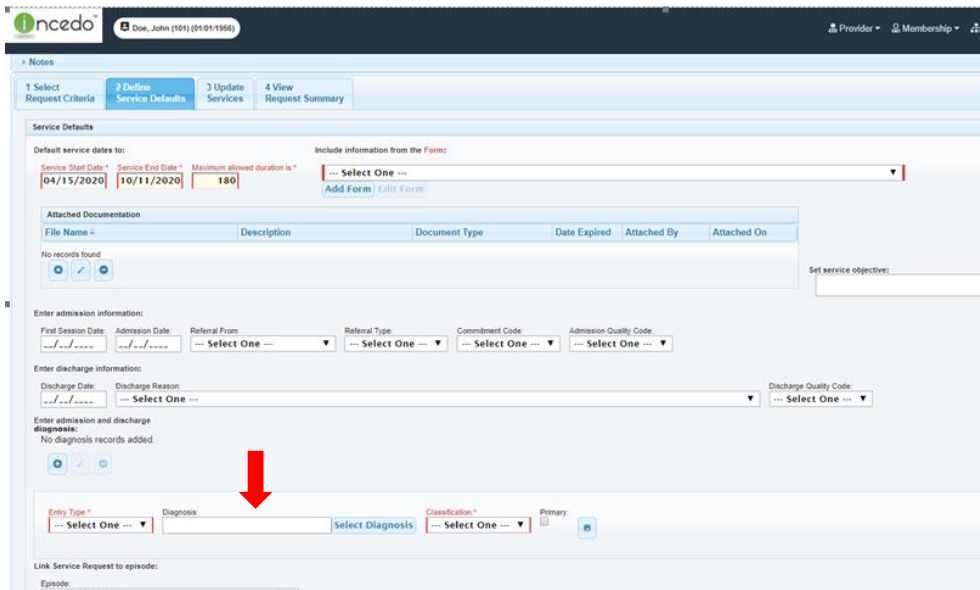
## Incedo Provider Portal Update

April 16, 2020

As part of the continuing improvements being made to the Incedo Provider Portal (IPP), Optum Maryland released further updates to the system during the evening of April 15.

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

1. Define Service Defaults- Diagnosis Selection
  - Issue: Currently IPP presents all ICD-10 codes, including medical diagnosis.
  - Resolution: IPP has been updated to remove non behavioral health diagnosis codes from displaying.



The screenshot shows the 'Define Service Defaults' page in the Incedo Provider Portal. The page is divided into several sections: 'Service Defaults', 'Attached Documentation', 'Enter admission information', 'Enter discharge information', and 'Enter admission and discharge diagnosis'. The 'Enter admission and discharge diagnosis' section is highlighted with a red arrow pointing to the 'Diagnosis' field, which is currently empty and has a 'Select Diagnosis' button next to it. The 'Diagnosis' field is labeled 'Diagnosis' and has a 'Select One' dropdown menu next to it. The 'Classification' field is also visible, with a 'Select One' dropdown menu. The 'Primary' checkbox is checked.

## 2. Incorrect Services in Authorization Plans

- Issue: Following the Incedo Release on 4/11/20, some providers were experiencing issues with services duplicating or not displaying at all when they attempted to obtain authorization.
- Resolution: Authorization Plans should now display services appropriately.

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