



PROVIDER ALERT

Scheduled Incedo System Downtime August 28, 2021

August 27, 2021

Target Audience: All Behavioral Health Providers

As part of its commitment to continuous improvement, Optum Maryland has scheduled an update to the Incedo Provider Portal (IPP). While the update is in progress, **the IPP is expected to be unavailable from 5:00 am to 9:00 am EDT on August 28, 2021.**

Information relating to updates to the IPP can be found on the Optum Maryland website, [here](#). Information relating to this weekend's scheduled update will be posted on this webpage on Monday, August 30.

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