



PROVIDER ALERT

Service Type Switching on Claims in Incedo

August 9, 2024

Target Audience: All Behavioral Health Providers

Optum Maryland has identified an issue in which a number of claims in Incedo are mismatched to a different service type than the one given on the provider's original submission. This issue appears to affect claims submitted with service types: MH, SA, and GA.

A system update to correct this issue is targeted for the evening of Monday, August 12, 2024. Pending this fix, Optum Maryland has implemented a process to correct impacted claims so they can be correctly adjudicated. **No provider action is required.**

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