

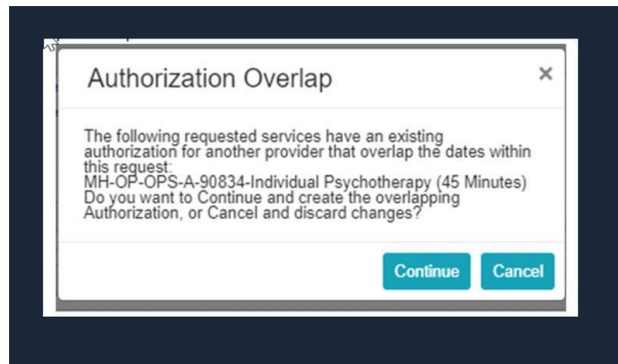


PROVIDER ALERT

Overlapping Authorization Message

December 1, 2020

Optum Maryland is aware of an issue within Incedo in which the following message may appear erroneously when an outpatient authorization is entered.



Optum Maryland is working to resolve this issue and expects a resolution this week.

If you receive this message when entering an outpatient authorization, **please click 'CONTINUE'**. The status of the authorization will then show as 'PENDED' with the pended reason given as *"Services Not Covered by Insurance / Benefits."*

Once the issue is resolved, the authorization entered in a 'PENDED' status will be automatically updated by Optum to an 'APPROVED' status, assuming this error was the only reason for the authorization being pended. **Providers DO NOT need to take any further action on these authorizations at this time.**

Thank you,
Optum Maryland Team