

## **PROVIDER ALERT**

**Scheduled Incedo System Downtime December 18, 2021**

**December 15, 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 December 18, 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, December 20.

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