



## PROVIDER ALERT

### Update on Participant Eligibility Mismatch in Incedo

December 1, 2023

#### **Target Audience: All Behavioral Health Providers**

On November 17, 2023, Optum Maryland released a [provider alert](#) regarding issues in the Incedo Provider Portal impacting participant eligibility records.

This issue was resolved by the end of the day on November 17, 2023.

Impacted claims are being reprocessed automatically against the corrected eligibility record. The provider will receive an updated Payment Remittance Advice (PRA) showing the correct fund source for reprocessed claims.

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