

PROVIDER ALERT

Incedo Provider Portal: Issue Affecting Attachments

January 5, 2023

Target Audience: All Behavioral Health Providers

Optum Maryland is aware of an issue in the Incedo Provider Portal that is preventing providers from opening documents that are attached to an authorization request.

We are working diligently to rectify this issue.

In the meantime, the content from the attached document will be copied into the “Notes” section of the “Service Request” screen, as shown below. Please check this section to view the information.

The screenshot displays the 'Service Request Summary' for ID: 38467097. A red arrow points from the 'Notes' section to the 'Auth Status' column in the table above. The 'Notes' section contains the text: 'notes are seen here. they are created using the the pencil.'

ID	SR ID	SR Auth #	Auth Approval #	Auth Status	Start Date	End Date	Units	Procedure	Provider Site	Phone	Clinical Determination	SR Typ
38467097	9031072	A20220897887		Voided	10/31/2032	11/30/2032	2	H2018 - MH-PsychRehab-H2018-Psychosocial rehab servic	MOSAIC COMMUNITY SERVICES - 9201 PHILADELPHIA RC	4105747700		

Service Request Summary
ID: 38467097
SRA #: A20220897887

Request Type: Pre-cert
Submission Date/Time: 6/4/2022 7:22:00 AM
Priority: Standard
Treatment Setting:

Coordinator:
Contact:

Date	Author	Note
12/28/2022, 11:39:45 AM	Nerantzis, LCPC, Periklis (OMD Senior Care Advocate)	notes are seen here. they are created using the the pencil.

Thank you for your patience in this matter.

Optum Maryland Team