



## PROVIDER ALERT

**Scheduled Incedo System Downtime – January 27**

**January 25, 2024**

**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 a.m. to 9:00 a.m., EST on Saturday, January 27, 2024.**

**Added 1/26/24:** Providers are advised to clear their internet cache before logging into the IPP following this update.

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