



**PROVIDER ALERT**  
**Incedo Provider Portal Update Scheduled**  
**July 30, 2020**

As part of the continuing improvements being made to the Incedo Provider Portal (IPP), Optum Maryland has scheduled a further update to the system, targeted for release Saturday morning, August 1, 2020. **The Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am EST on August 1 while the update is made.**

This update will address one user-facing issue, outlined below.

Issue: Inactive sites were visible in the IPP Authorization Wizard.

Resolution: This issue will be corrected in the update and users will no longer see inactive sites.

If you have questions about the information contained in this alert, please contact customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team