

Instructions for Adding a Discharge/End-Date on "In-Process" Authorizations Using the "Pencil Tool"

Providers are not able to use the "End Date" button to discharge authorizations that have the status of "In Process" (i.e., not yet approved/denied by Optum) in the Incedo Provider Portal (IPP). In these instances, Providers should use the Pencil Note function to add a note about the participant's discharge date. Clinical Care Advocates will then update the discharge date when they review the "in-process" authorization. Instructions on how to use the Pencil Note field for this purpose are given below.

Step 1:

Navigate to the "Requests" page, under the "Authorizations" tab in the IPP.



Step 2:

Highlight the SRID in question and then click the Pencil icon.

ncedo 🖪 Optumtest, Nick (3	3359032) (07/07/1959)	e P	Provider 👻 🧟 Membership 👻	Authorization 👻 🚍 Claims 👻	🛃 File Transfer 👻 💄	
Update End Date						
⁰ Filter By						
Service Requests						
□ ID	Auth Status Start Date End Date Units	Procedure	Provider Site		Phone	Clini
46917685 10245832 A20232952005	In-Process 6/22/2023 12/18/2023 75	90834 - MH-OF-OPS-A-90834-Individual Psychotherapy (45 Minute	es)			
46917684 10245832 A20232952005	In-Process 6/22/2023 12/18/2023 75	90832 - MH-OP-O-S-A-9003 Individual Psychotherapy (30 Minute	es)			Clinit
		re ee Page 1 of 1 and	10 · · ·			v
Service Request Summary				********		
ID: 46917685	Request Type: Pre-cert	Priority: Standard	Co	pordinator:		
SRA #: A20232952005	Submission Date/Time: 6/22	/2023 11:12:00 AM Treatment Setting:	Co	ontact:		

Step 3:

Add note where indicated (#1) and then click the Save icon (#2).



Service Request Summary Service Request Type: Priority: Pre-cert Standard		Coordinator:	Contact Name:	Contact Phone / email:	2 • ×
Notification Status: Clini	cal Determination:	Determination By: Credentials:	Clinical Reason:	v	
Notes:	ige the end date for this auth as the particip	ant's last face to face was on			

Step 4:

When the note is completed, it will appear below the selected authorizations.

Service Requests									
🔽 ID 🌲 !	SR ID SR	Auth #	Auth Approval #	Auth Status	Start Date	End Date	Units	Procedure	F
46917685 1	10245832 A20	232952005	i In-Proci		6/22/2023	12/18/2023	75	90834 - MH-OP-OPS-A-90834-Individual Psychotherapy (45 Mir	
46917684 1	10245832 A20	232952005		In-Process	6/22/2023	12/18/2023	75	90832 - MH-OP-OPS-A-90832-Individual Psychotherapy (30 Minutes	
Service Request Summary									
ID: 46917685 SRA #: A20232952005			Request Type: Pre-certPriority: StandardSubmission Date/Time: 6/22/2023 11:12:00 AMTreatment Setting:						
Date Author 6/22/2023, 11:21:14 AM Nerantzis, Periklis (OMD Senior Care Advocate)			Care ADD I last fa	NOTE HERE: Ple ce to face was o	ease change ti n	he end da	ate for this auth as the participant's		