



PROVIDER ALERT

Incedo Provider Portal Update

June 18, 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, June 20, 2020. **The Incedo Provider Portal is expected to be unavailable from 4:30 am to 10:00 am EST on June 20 while the update is made.**

This update will address several issues relating to authorization and claim entry, and workflow. These updates are detailed below.

Claim Entry

- 1) New – CMS 1500 form: Users will now be able to access the CMS-1500 form for claims entry. This will replace the current simple claims entry form and will allow providers to add rendering provider information, enter COB amounts when the participants have other insurance coverages, and allow providers to submit corrected claims online/electronically. All other existing methods for correcting claims are still available.

Training sessions relating to the CMS-1500 form are scheduled for the following dates:

Friday, June 19, 2020 2:00 PM

[Click Here to Register](#)

Tuesday, June 23, 2020, 2:00 PM

[Click Here to Register](#)

Thursday, June 25, 2020 2:00 PM

[Click Here to Register](#)

Training sessions for the CMS-1500 form will continue through July. Training dates will be shared with Providers via Provider Alert when confirmed.

- 2) Issue: When searching claims, users were not able to view denial reasons.

Resolution: Claim denial reasons are now visible, see example below:

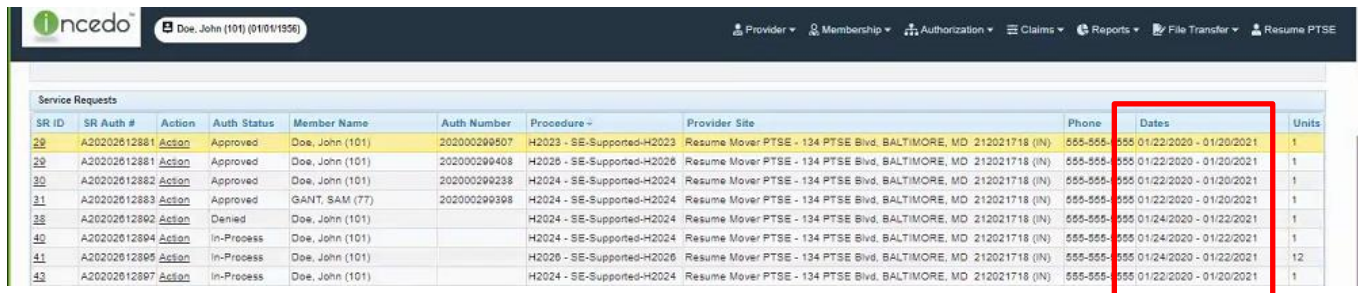
Line Item Control #	Service Dates	Service	Procedure/Modifiers	Service Status	Charge \$	Approved \$	Units	Exception/Adjudication Reason
202015788086-1	01/01/2020 - 01/01/2020	MH - OP-A - 90791	90791	Denied	\$1,250.00	\$0.00	2	Payment is denied when billed by this Prov Type

A full list of denial reasons, with descriptions can be viewed [here](#).

Authorization Entry

- 1) **IMPORTANT – Diagnosis Required:** All authorization requests, except MDRN, will require the user to enter a valid diagnosis. When entering an authorization request, the system will not allow the user to proceed without entering a valid diagnosis.
- 2) **Issue:** In the Authorization Request Manager screen only the “Start Date” of authorizations is visible.

Resolution: The Authorization Request Manager screen now displays the full date range, “From” and “To” of authorizations. See example below:

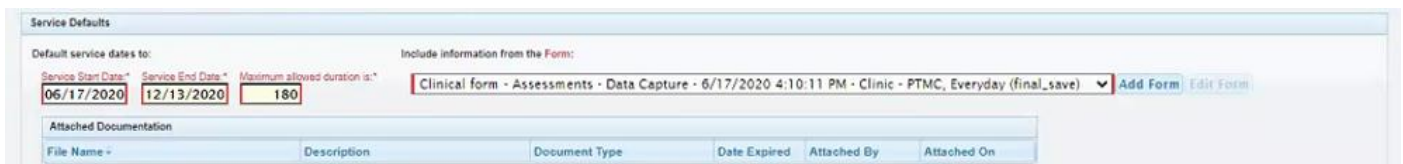


SR ID	SR Auth #	Action	Auth Status	Member Name	Auth Number	Procedure +	Provider Site	Phone	Dates	Units
29	A20202612881	Action	Approved	Doe, John (101)	202000299507	H2023 - SE-Supported-H2023	Resume Mover PTSE - 134 PTSE Blvd, BALTIMORE, MD 212021718 (IN)	555-555-555	555 01/22/2020 - 01/20/2021	1
30	A20202612881	Action	Approved	Doe, John (101)	202000299408	H2026 - SE-Supported-H2026	Resume Mover PTSE - 134 PTSE Blvd, BALTIMORE, MD 212021718 (IN)	555-555-555	555 01/22/2020 - 01/20/2021	1
30	A20202612882	Action	Approved	Doe, John (101)	202000299238	H2024 - SE-Supported-H2024	Resume Mover PTSE - 134 PTSE Blvd, BALTIMORE, MD 212021718 (IN)	555-555-555	555 01/22/2020 - 01/20/2021	1
31	A20202612883	Action	Approved	GANT, SAM (77)	202000299398	H2024 - SE-Supported-H2024	Resume Mover PTSE - 134 PTSE Blvd, BALTIMORE, MD 212021718 (IN)	555-555-555	555 01/22/2020 - 01/20/2021	1
35	A20202612892	Action	Denied	Doe, John (101)		H2024 - SE-Supported-H2024	Resume Mover PTSE - 134 PTSE Blvd, BALTIMORE, MD 212021718 (IN)	555-555-555	555 01/24/2020 - 01/22/2021	1
40	A20202612894	Action	In-Process	Doe, John (101)		H2024 - SE-Supported-H2024	Resume Mover PTSE - 134 PTSE Blvd, BALTIMORE, MD 212021718 (IN)	555-555-555	555 01/24/2020 - 01/22/2021	1
41	A20202612895	Action	In-Process	Doe, John (101)		H2026 - SE-Supported-H2026	Resume Mover PTSE - 134 PTSE Blvd, BALTIMORE, MD 212021718 (IN)	555-555-555	555 01/24/2020 - 01/22/2021	12
43	A20202612897	Action	In-Process	Doe, John (101)		H2024 - SE-Supported-H2024	Resume Mover PTSE - 134 PTSE Blvd, BALTIMORE, MD 212021718 (IN)	555-555-555	555 01/22/2020 - 01/20/2021	1

Workflow

- 1) **Issue:** In the “Service Request Information” section, users had to select a form after adding and saving that form.

Resolution: The form will automatically pre-populate in the drop-down list. See example below:



Service Defaults

Default service dates to:

Service Start Date: 06/17/2020 Service End Date: 12/13/2020 Maximum allowed duration is: 180

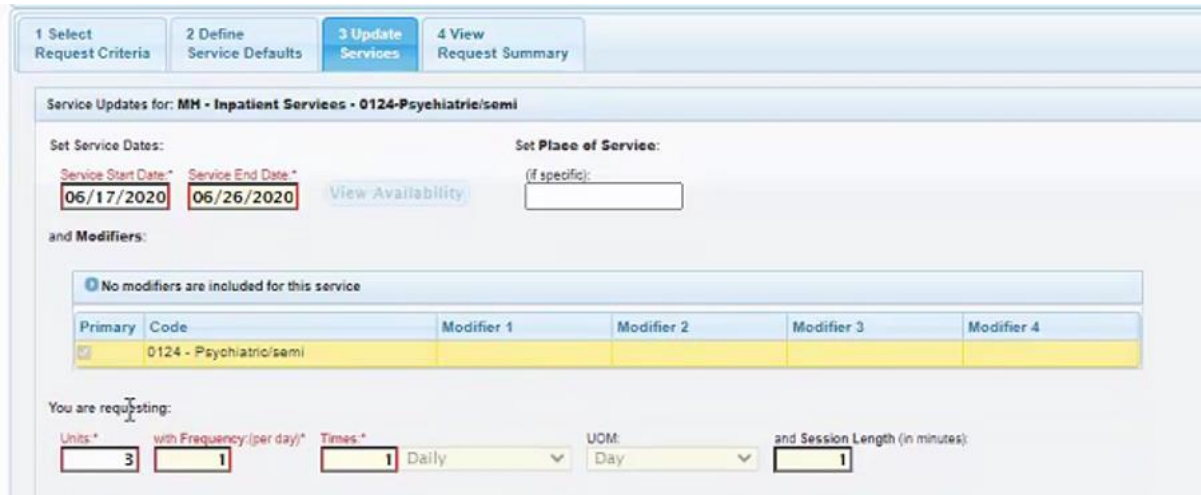
Include information from the Form: Clinical form - Assessments - Data Capture - 6/17/2020 4:10:11 PM - Clinic - PTMC, Everyday (final_save) Add Form Edit Form

Attached Documentation

File Name	Description	Document Type	Date Expired	Attached By	Attached On
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- 2) **Issue:** (Applicable only to Inpatient requests) On the “Update Services” tab, users were sometimes required to manually decrease the number of units from “three” to “one” in order to move on to the next screen.

Resolution: This work-around is no longer required. Users will be able to move to the next screen without decreasing the number of units. See example below:



1 Select Request Criteria 2 Define Service Defaults **3 Update Services** 4 View Request Summary

Service Updates for: MH - Inpatient Services - 0124-Psychiatric/semi

Set Service Dates: Set Place of Service:
Service Start Date:* Service End Date:* (if specific):
06/17/2020 06/26/2020 View Availability

and Modifiers:

No modifiers are included for this service

Primary	Code	Modifier 1	Modifier 2	Modifier 3	Modifier 4
<input checked="" type="checkbox"/>	D124 - Psychiatric/semi				

You are requesting:

Units* with Frequency (per day)* Times* UCM: and Session Length (in minutes):
3 1 1 Daily Day 1

For questions or concerns regarding the content of this alert, please contact customer services at 1-800-888-1965.

Optum Maryland would like to reassure providers that all of our services are operating as normal during the current national response to COVID-19. Providers can continue to contact us at 1 (800) 888-1965. After-hours and holidays will be covered by clinical night staff for crisis and emergency services.

Thank you,
Optum Maryland Team